

Tomoko Ichikawa

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As an educator and practitioner of clear and effective visual communication design of complex information, I believe that good design requires analysis and should be content- and context-driven. Current research interests include understanding new forms of visualization—particularly how they contrast to existing forms, and various structures of storytelling. A perennial topic of interest is how to teach non-designers principles of good communication design.

EDUCATION

Masters of Science, Visual Communication

1988

Illinois Institute of Technology/
Institute of Design, Chicago IL

Thesis: *An Application of Sign Systems
in Instructional Manuals: Correlating
Information Types and Sign Systems*

Bachelors of Arts, Communication

1984

International Christian University,
Tokyo, Japan

Area of concentration: Intercultural and
inter-personal communication

PROFESSIONAL EXPERIENCE

Maykawa Studios, LLC

| Chicago, IL 2005 - present

Principal + Information Designer

Assisting organizations in refining and visualizing key messages to various stakeholders.

Illinois Institute of Technology/Institute of Design

| Chicago, IL 1993 - 2026

2025 - 2026 *Professor of Teaching*

2022 - 2025 *Associate Professor of Teaching*

2017 - 2022 *Clinical Professor of Design*

2013 - 2017 *Sr. Lecturer of Design*

2010 - 2013 *Visiting Assistant Professor*

1993 - 2010 *Adjunct Faculty*

Coursework ranges from foundational teaching to advanced workshop of communication design, the consistent goal being clear and effective communication. Students are challenged to produce content- and purpose-driven work at various levels.

2025 - 2026 *Collaborator*, Equitable Healthcare ActionLab

Contributes to ActionLab work through collaborative coursework and lab project advising.

UIHealth, Institute for Healthcare Delivery Design

| Chicago, IL 2018 - present

Partner

Designing communication materials tailored to patients, caregivers and clinicians. Housed in the Population Health Sciences Program at University of Illinois Chicago.

Doblin, Inc.

| Chicago, IL 1992 - 2005

Senior Information Designer

Working collaboratively in an innovation planning firm, responsibilities included assisting internal teams to communicate large business concepts to various levels in client organization, developing and producing workshop experiences, assisting research team members to develop new analysis tools.

Siegel & Gale

| New York, NY 1988 - 1992

Information Designer

Collaborated with technical writers in the Simplified Communication Group to assist Fortune 500 companies—primarily in the service sector—with innovative communication approaches and outputs that leveraged new technology to improve brand and customer relationships.

ACADEMIC ACTIVITIES

PUBLICATIONS

BOOK SECTIONS

Fuller, Jason ed. 2023. "How does someone become a designer?" *Where must design go next?* Institute of Design (ID) at Illinois Tech.

Heller, Steven & Lita Talarico ed. 2009. "Visualizing Various Information Types across Multiple Channels." *Design School Confidential*. Rockport Publishers

Institute for Information Design Japan ed. 2003. "Arena Scan." *Information Design Source Book*, IIDj Graphic-sha Publishing.

PAPERS

A Haydon, S Avila, B Callender, et al. "[Communicating the External Beam Radiotherapy Experience \(CEBRE\) Discussion Guides: Real World Implementation and Evaluation](#)" *International Journal of Radiation Oncology, Biology, Physics* 116 (3), e5, July 2023, <https://doi.org/10.1016/j.ijrobp.2023.03.009>

S Avila, I Franco, C Bregio, et al. "[Spanish adaptation and evaluation of clinical discussion guides: Communicating the External Beam Radiotherapy Experience \(CEBRE\) en Español](#)" *International Journal of Radiation Oncology, Biology, Physics* 116 (1), 166-175, May 2023, <https://doi.org/10.1016/j.ijrobp.2023.01.031>

S Avila, MJ Ruiz, D Peterreit, et al. "[Communicating the Gynecologic Brachytherapy Experience \(CoGBE\): Clinician perceived benefits of a graphic narrative discussion guide](#)" *Brachytherapy* 22 (3), 352-360, May 2023, <https://doi.org/10.1016/j.brachy.2022.12.006>

J Hara, R Arya, S Rudra, et al. "[Prospective Pilot Study to Measure Baseline Anxiety prior to Radiotherapy after Standard Education at Consultation](#)" *International Journal of Radiation Oncology, Biology, Physics* 114 (3), e457-e458, Nov 2022, <https://doi.org/10.1016/j.ijrobp.2022.07.1696>

JH Hara, G Rajeev-Kumar, R Arya, et al. "[Prospective Pilot Study to Measure Baseline Radiation Knowledge Prior to Radiotherapy After Standard Education at Consultation](#)" *International Journal of Radiation Oncology, Biology, Physics* 114 (1), e13-e14, Sept 2022, <https://doi.org/10.1016/j.ijrobp.2022.06.025>

S Avila, A Haydon, J. P. M. Macayan et al. "[Availability and Readability of Non-English Patient Education Materials for Radiotherapy in the United States](#)" *International Journal of Radiation Oncology, Biology, Physics*. 111(3) e319-e320, Nov 2021, <https://doi.org/10.1016/j.ijrobp.2021.07.985>

S Avila, J. P. M. Macayan, A Haydon et al. "[Readability of a Radiotherapy Graphic Narrative Patient Education Guide Series in English and Spanish](#)", *International Journal of Radiation Oncology, Biology, Physics*. 111(1) e12, Sept 2021, <https://doi.org/10.1016/j.ijrobp.2021.05.157>

Avila, Santiago, et al. "[Communicating the Gynecologic Brachytherapy Experience \(CoGBE\): Clinician Perceived Benefits of a Graphic Narrative Patient Education Tool.](#)" *Cancer Epidemiology, Biomarkers & Prevention* 30.7_Supplement (2021): 105. <https://doi.org/10.1158/1538-7755.ASGCR21-105>. Also presented at NIH: National Cancer Institute's 9th Annual Symposium on Global Cancer Research, 2020

R Arya, T Ichikawa, B Callender et al. "[Communicating the External Beam Radiation Experience \(CEBRE\): Perceived Benefits of a Graphic Narrative Patient Education Tool.](#)" *Practical Radiation Oncology* 10(4), 2020, e219-e226, <https://doi.org/10.1016/j.prro.2019.09.001>

R Arya, T Ichikawa, B Callender et al. "[Communicating the External Beam Radiation Experience \(CEBRE\): a novel graphic patient education tool.](#)" *International Journal of Radiation Oncology* 102(3), 2018, e384, <https://doi.org/10.1016/j.ijrobp.2018.07.1144>

Ichikawa, Tomoko. "[Visualization as experience.](#)" 2016. *Digital Studies/Le champ numérique*, North America, 0, jul. 2016. <https://www.digitalstudies.org/article/id/7297/>

PUBLISHED DIAGRAMS

Organizing Committee, "[Assessing Meaningful Community Engagement: A Conceptual Model to Advance Health Equity through Transformed Systems for Health](#)", *NAM.edu Perspectives*. February 14, 2022, <https://doi.org/10.31478/202202c>

Erwin, Kim., Veronica Fitzpatrick, Sarah Norell and Melissa Gilliam. "[Development of a Framework and Tool to Facilitate Cost-of-Care Conversations With Patients During Prenatal Care.](#)" *Annals of Internal Medicine* May 2019 (170):9. S67. <https://doi.org/10.7326/M18-2207>

Fong, Abigail J., Meghan Smith and Alexander Langerman. 2016. "[Efficiency improvement in the operating room.](#)" *Journal of Surgical Research*. Aug 2016 (204) 371-383. <http://dx.doi.org/10.1016/j.jss.2016.04.054>

PRESENTATIONS/PANELS/WORKSHOP

Design Institute of San Diego. Master of Interior Design. *Designing for a Global Context*. Guest visitor. November 18, 2025

School of Art Institute, Visual Communication Design Lecture Series. *What's this thing we call Visual Communication? An ID Perspective*. Guest presenter. October 8, 2025

Harvard T. H. Chan School of Public Health, HPM295: Design of Social Innovation course, *Visual Communication in Healthcare*, Guest presenter, Apr 2023

IIT Institute of Design, exploreID webinar: [Supporting Patients with Design](#), Feb 21, 2023

IIT Institute of Design, With Intent podcast, [How Does Someone Become A Designer?](#) Season 2 Episode 1, Feb 2023, <https://podcasts.apple.com/us/podcast/with-intent/id1587957770>

American Geriatric Society 2022 Annual Scientific Meeting, Poster presentation *Qualitative data synthesis to improve human-centered design toolkit for decision making in dementia care*, Orlando FL, May 13, 2022

IIT Institute of Design, ID Academy: *Communicating Complex Ideas with Diagrams*, Four week executive education course for leading pharmaceutical company. Course development and delivery. Spring 2022

Graphic Medicine Annual Conference: Graphic Medicine in/during Troubled Times: Health, Social Justice, and Human Rights. Oral Presentation *Centering Our Values: A decision-supporting tool for the African American caregivers of patients with dementia* Toronto, Canada. July, 2020

IIT Institute of Design, exploreID series: [Graphic Narratives in Healthcare](#). Panel participant, Nov 6, 2019

Chicago Design Week: *Owning Our Ethics: Principles for Design(ers)*. Panel participant, Nov 1, 2017

IIT Institute of Design, CGEE, Brazil's Center for Strategic Studies and Management, *Introduction to Design Thinking: Communicating through visualizations*, Executive Education, Design lead & facilitator. 2014

Ichikawa, Tomoko., Kim Erwin, and Stan Ruecker. "**Confusing, Misleading, and What Now?: Critiquing Visualizations.**" Paper presented in the panel *Thinking Critically About Information Visualization* at the Canadian Society for Digital Humanities/ Société canadienne des humanités numériques (CSDH/SCHN) annual conference at the 2014 Congress of the Social Sciences and Humanities, Brock University, May 28-30, 2014.

Erwin, Kim., Stan Ruecker, Tomoko Ichikawa, and Jennifer Windsor. "**Task-Relevant Visualization in the Humanities.**" Paper presented in the panel *Thinking Critically About Information Visualization* at the Canadian Society for Digital Humanities/ Société canadienne des humanités numériques (CSDH/SCHN) annual conference at the 2014 Congress of the Social Sciences and Humanities, Brock University, May 28-30, 2014.

Illinois Institute of Technology, *Clear communication in scientific research posters*, Department of Physics/Chemistry, PhD candidates, Co-instructor: Kim Erwin, 2013

TEACHINGS

ACADEMIC RESEARCH PROJECTS

2025 ~ ongoing

Wheelchair acquisition process: supporting caregivers of children with medical complexity The team developed and designed a navigation guide to support the complex multi-phase, multi-stakeholder process which is opaque and high-stakes. Collaboration with Ann and Robert H. Lurie Children's Hospital of Chicago.

2021 ~ ongoing

CEBRE en Español. Collaboration with Dr. Daniel Golden (RUSH University Medical Center), Santiago Avila (The University of Chicago), Dr. Pilar Ortega (University of Illinois College of Medicine), Dr. Idalid Franco (Brigham and Women's Hospital and Dana-Farber Cancer Institute).

> *Impact: Resulting in four clinician discussion guides translated into Spanish. Used as ingredient for ongoing medical scholarship. Developed [translation process](#) that highlights cultural appropriateness. Accessed by various clinics worldwide, due to [open source distribution](#).*

2017 ~ ongoing

CEBRE: Communicating the External Beam Radiation Experience. Co-instructor Dr. Daniel Golden, University of Chicago Medicine. Illinois Institute of Technology, Institute of Design. Funding by University of Chicago Bucksbaum Institute for Clinical Excellence, Radiation Oncology Institute.

> *Impact: Resulting in seven clinician discussion guides explaining the patient radiation experience using innovative graphic narrative format. Implemented in various clinics worldwide, due to [open source distribution](#). Used as ingredient for ongoing medical scholarship.*

2021 ***Centering Our Values: Revising Prototype Design of a Decision Making Tool for Caregivers of Dementia in the African American Community*** Co-leader Dr. Shellie Williams, University of Chicago Medicine. Illinois Institute of Technology, Institute of Design. Funding by University of Chicago Bucksbaum Institute for Clinical Excellence, SHARE Network Chicago.

> *Impact: Free comprehensive [online resource](#) for caregivers. American Geriatric Society 2022 Annual Scientific Meeting, Poster presentation.*

2020 ***Driver Assistance Control and Human-Automation Interface Design for Energy Efficient Semi-Automated Hybrid Electric Vehicles***. Cross-disciplinary project. PI: Baisravan HomChaudhuri, Assistant Professor, Mechanical and Aerospace Engineering, Illinois Institute of Technology. Seed funding by Wanger Institute for Sustainable Energy Research (WISER), 2019 Cross-Disciplinary Seed Funding Grants (CSFG)

2015 ***Mapping Gaps in Access to Justice***. Co-leader Kulsum Ameji, Esq. Illinois Institute of Technology, Institute of Design

2014 ***Data Visualization Tools for Designers***. Illinois Institute of Technology, Institute of Design

2013 ***The Emerging Visual Language in Data Visualizations***. Illinois Institute of Technology, Institute of Design

2013 ***Records for Life***. Gates Foundation competition, (Awarded honorable mention) Illinois Institute of Technology, Institute of Design

- 2025 [Wheelchair acquisition process: supporting caregivers of children with medical complexity](#) The team developed and designed a navigation guide to support the complex multi-phase, multi-stakeholder process which is opaque and high-stakes. Collaboration with Ann and Robert H. Lurie Children's Hospital of Chicago.
- > *Impact: Developed materials for usability testing with eventual goal of publication and open source dissemination to parent/caregivers, rehab clinics, and providers.*
- 2025 [CAPABLE: Using systems mapping to impact policymaking](#) Explored whether systems mapping could be a new design capability to investigate policy-impacted ecosystems, identify barriers and facilitators, highlight strategic possibilities, among other topics. Developed 50+ visual models, ranging from dependency models to ecosystem models, which facilitated analysis and synthesis, resulting in four strategic futures that were used to backcast future possible states with roadmaps. Collaboration with Johns Hopkins School of Nursing.
- 2024 [Designing a meaningful student assessment dashboard](#): To support K-8th grade teachers at the Betty Shabazz International Charter School, Chicago, to make effective personalized instructional decisions. Resulted in multiple digital dashboards that meaningfully combines student data from 20+ educational platforms allowing instructors to see connections at the student and class levels. This project will feed in to dissertation work by a Ph.D. student.
- 2023 [Visually explaining complex concepts that currently do not exist](#): Methodically deconstructing various aspects of the Space Elevator to explore appropriate modes of representation to explain its complexity to non-expert audience. Collaboration with Dr Bradley Edwards & U.S. Space Command.
- 2023 [Visualizing traditional Hawaiian concepts to connect current community members to indigenous practices](#): Translating indigenous cultural concepts of land use and spatial navigation into contemporary visual forms to educate local and non-local Hawaiian members at the University of Hawai'i Manoa campus. Collaboration with Community Design Center at University of Hawai'i.
- 2022 [Patient information materials for a new healthcare program](#): Development and design of patient and hospital need-driven information materials for a new Hospital at Home program. Collaboration with ID's Equitable Healthcare Action Lab, and University of Chicago Medicine's Healthcare Delivery Science and Innovation research center.
- 2021 [Making data explorable, inquirable, actionable to support community research](#): Investigation in visualizing mental health access data for young adults and their community. Collaboration with SocialWorks, Chicago.
- 2021 [Redesigning context-appropriate education materials for incarcerated women](#): Reconceptualizing educational program and materials for incarcerated and re-entry women in Chicago. Collaboration with Women Initiating New Direction (WIND)
- > *Impact: Concepts extended and applied to retool WIND's four-module program.*
- 2020 [Visualize Urban Science](#): Developing a collection of visual knowledge domain representations that assist to explain the new field of Urban Science. Collaboration with University of Chicago's Mansueto Institute for Urban Innovation.
- 2019 [Prototype Design of a Decision Making Tool for Caregivers of Dementia in the African American Community](#): Investigating the decision making pathways for caregivers and designing of a tool to assist with that process to provide thoughtful care in a community where there is disparity. Collaboration with University of Chicago Medicine

> *Impact: Extended to summer research program in 2021, eventually leading to implementation. Graphic Medicine 2020 Annual Conference: Graphic Medicine in/during Troubled Times: Health, Social Justice, and Human Rights. Oral Presentation*

- 2019 ***Communicating the complex process of gynecological brachytherapy radiation treatment to patients using graphic narratives:*** Using graphic narratives as a technique to design accessible patient education materials discussing three complex and sensitive treatment processes. Collaboration with University of Chicago Medicine's Department of Radiation and Cellular Oncology.

> *Impact: Resulting in three clinician discussion guides explaining the patient radiation experience using innovative graphic narrative format. Implemented in various clinics worldwide, due to [open source distribution](#). Led to Spanish translation as part of CEBRE en Español project.*

- 2018 ***[Navigating the complex approval process for food entrepreneurs to start, run and grow their business in Chicago:](#)*** Translating text-only instructions from the City of Chicago's Office of Business Administration and Consumer Protection into a visual map, that outlines the procedural steps of acquiring business licenses for food entrepreneurs. Collaboration with Chicago Food Policy Action Council (CFPAC)

- 2018 ***Census+:*** Combining datasets from the U.S. census and other data source, students engaged in data journalism by surfacing stories to visualize in a printed as well as online format. Generated algorithms to query the dataset. Co-instructor: Prof. Zach Pino

- 2017 ***[Visualizing the connections between artists at the Jane Addams Hull-House:](#)*** Manually created visualizations that reveal the relationships between the resident artists who played a major role in the art curriculum and activities in the early 20th century at Chicago's settlement house renown for labor reform. In partnership with Jane Addams Hull-House, Chicago, IL

- 2017 ***Visualizing Real Time data:*** Exploring nature of data that is real-time, creating algorithm-generated visualizations that query and update as the data changes. Co-instructor: Prof. Zach Pino

- 2016 ***Visualizing Spaces and Worlds:*** Exploring algorithm-generated spatial data visualization in 2D interactive mode as well as developing and printing 3D physical data artifacts. Co-instructor: Prof. Zach Pino

- 2015 ***Visualizing Time:*** Exploring temporal data visualization, of events that span short (60 mins), medium (one year) and long (80-100 years) durations of time. Co-instructor: Prof. Zach Pino

- 2015 ***[Creating engaging artifacts that promotes critical thinking for design:](#)*** Developing a game, Critical Loop, that educates designers/developers of Internet of Things technologies. Embeds concepts from Science and Technology Studies that enables designers to be critical of what they create during the conceptualization and development phases. Co-instructor: Prof. Laura Forlano

- 2014 ***Visualizing Communication in an Operating Room Setting:*** Working with UChicago Medicine, students visually modeled various aspects of communication between the key members in a surgical setting.

- 2012 ***Visualizing to Increase Engagement with Content:*** Developing novel digital interfaces to encourage deeper engagement with content for Chicago's WBEZ public radio station.

RECURRING CLASSES

Introduction to Visual Communication (original title "Introduction to Communication Design I")
14-week course to provide new students without design background a basic understanding and command of communication design. First half of class introduces basic concepts (typography, use of imagery, etc); second half focuses on application of these concepts to highly content-driven material.
IDN 483 (Years taught: 2006 - present)

Communication Design Workshop
14-week course where students explore complex information and its visual representation, both in exploratory as well as sponsored applied projects.
IDN 550 (Years taught: 2005, 2010 - present)

Fundamentals of Visual Communication
7-week concentration course that equips design students with minimal 2D visual communication training with basic communication design concepts and effective techniques and approaches.
IDN 552 (Years taught: 2012 - present)

Diagram Development
7-week course covering various types of static diagrams, their characteristics, functions and appropriate uses. An inquiry into the difference between descriptive and prescriptive diagrams is covered.
IDN 544 (Years taught: 2013 - present)

Modeling Complexity
7-week course visualizing topics that contain elements of complexity by focusing on key attributes such as interconnectivity, causality, temporal development, stock and flow, and visual abstraction.
IDN 562 (Years taught: 2014, 2016, 2017, 2019, 2020, 2022, 2024)

Advanced Diagraming
7-week course covering principles of dynamic and interactive diagrams.
IDN 548 (Years taught: 2014 - 2020)

Communication Systems Studio
14-week course emphasizing exploration and experimentation in various visual language forms. 2023, 2026 focused on animated diagrams. 2024 focused on visualizing domains of AI, co-instructor Prof. Jessica Meharry
IDN 501 (Years taught: 2023, 2024, 2026)

PhD diagram coaching
Individual coaching of PhD students on displaying their research areas in diagrammatic form for concept exploration as well as presentation.

GUEST LECTURE

Illinois Institute of Technology, FPE 541-01 Principles of Food Packaging, *Designing Food Packaging for People* (Years presented: 2015, 2016, 2018, 2020)

Illinois Institute of Technology, iPRO classes. Design and Prototyping of Information Tools that Support iPRO Team Performance (2012)/Made in USA: Insights from Global Manufacturing Trends (2014)

AWARDS

- 2022 Core77 Design Awards 2022, Student Notable in Visual Communication, and Strategy & Research categories. *Making data explorable, inquirable, actionable to support community research*
- 2022 Core77 Design Awards 2022, Student Notable in Service Design, and Design for Social Impact categories. *Redesigning context-appropriate education materials for incarcerated women*
- 2019 Center for Plain Language, ClearMark Award of Distinction. *CEBRE: Communicating the External Beam Radiation Experience.*

GRANTS/SPONSORSHIP

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|-----------|------|--|
| \$50,000 | 2021 | Radiation Oncology Institute
<i>Visual communication design solution to explain external beam radiation</i> |
| \$50,000 | 2019 | Radiation Oncology Institute
<i>Visual communication design solution to explain external beam radiation</i> |
| \$ 37,000 | 2019 | IIT/WISER Institute, Cross-disciplinary Seed Funding Grant (CSFG)
<i>Driver Assistance Control and Human-Automation Interface Design for Energy Efficient Semi-Automated Hybrid Electric Vehicles</i> |
| \$ 7,000 | 2019 | University of Chicago Bucksbaum Institute for Clinical Excellence
<i>Prototype Design of a Decision Making Tool for Caregivers of Dementia in the African American Community</i> |
| \$ 7,000 | 2018 | University of Chicago Bucksbaum Institute for Clinical Excellence
<i>CoGBE: Communicating the Gynecological Brachytherapy Experience</i> |
| \$ 7,000 | 2017 | University of Chicago Bucksbaum Institute for Clinical Excellence
<i>CEBRE: Communicating the External Beam Radiation Experience</i> |

ACADEMIC ADVISING

- External Reviewer: Professorship Promotion
Associate Professor Pascal Glissmann
Parsons School of Design, 2026
- Ph.D. Dissertation Committee
Asawer Ayaad, *Design's Contribution to Economic Diversification*, Illinois Institute of Technology, Institute of Design, 2025~present

Sandra J.H. Rolnicki, *Applications of Natural Language Processing to Measure and Assess Risk in U.S. Financial System*, Illinois Institute of Technology, Stuart School of Business, 2018
- iPRO Advisory Board
Project: ProcastFree
Course: Startup Accelerator Program IPRO 497-401/BUS 595PhD, 2023
- Master of Design, Master of Design Methods, Ph.D. students.
Illinois Institute of Technology, Institute of Design. 2013~present

CONTRIBUTIONS TO UNIVERSITY SERVICE

- Annual End of the Year Show Committee, Advisor. 2015~present)
- Annual Institute of Design application reviews
- Illinois Tech EcoCAR Challenge Competition, Communication advisor. 2022~present)
- Outreach: Young Men of Color Summit 2022, faculty coordinator, Chicago Public School
- University Faculty Council Library Committee, faculty representative. 2021~present
- 2018 Institute of Design Faculty Search Committee, Illinois Institute of Technology
- 2016 Institute of Design Dean Search Committee, Illinois Institute of Technology

PROFESSIONAL ACTIVITIES

RECENT PROFESSIONAL PROJECTS

- 2020 National Academy of Medicine/UI Health Institute for Healthcare Delivery Design
[Assessing Meaningful Community Engagement](#) Crafting effective visualizations of the NAM community engagement framework that can be used to educate and engage diverse stakeholders, resulting in prototypes of conceptual models that clarify NAM's findings.
- 2018 UIHealth/Institute for Healthcare Delivery Design
[Difficult-to-treat & Severe Asthma in Adolescent and Adult Patients: Diagnosis and Management](#) A pocket guide for health professionals, commissioned by Global Initiative for Asthma (GINA). Translates expert diagnosis and management decision making process into a visual format for higher comprehension to help disseminate the knowledge worldwide.
- 2017 UIHealth/Institute for Healthcare Delivery Design
COST, Prepregnancy cost-of-care conversation guide
In collaboration with Sinai Hospital, a tool to assist cost-of-care conversations with low-income patients during prenatal care. Primary funding by Robert Wood Johnson Foundation

PROFESSIONAL WORKSHOPS/PRESENTATIONS

- 2022 UIHealth/Institute for Healthcare Delivery Design's Human-Centered Design in Healthcare certificate, *Qualitative Analysis: Structuring information with visual frameworks* module. Lecturer, Chicago IL
- 2021 Sumup Design Lead virtual session, *Critique in design*. Guest presenter, Berlin
- 2020 University of Chicago/Mansueto Institute for Urban Innovation, *Design and the Post-Pandemic City: A conversation with Bruce Mau*, Virtual discussion, Panelist
- 2020 TEDxChicago Virtual Salon 3.0, [Design your life: Information Designing](#), Virtual presentation, Presenter
- 2017 Information Architecture Institute, *Bumpy Flat Bumpy: Changing the shape of information to represent the world*, World Information Architecture (WIA) Day, Keynote speaker, Chicago IL
- 2017 NorthShore Hospital System, *Human-Centered Design in the Discharge Process*, Executive Education, Design lead & facilitator, Chicago IL
- 2012 Motorola CXD, *Making visuals work better in presentations*, Executive Education, Design lead & facilitator, Chicago IL
- 1995 IIID Vision Plus: VisionPlus 1, Götzis, Austria: Design for Electronic Communication

QUOTES/MENTIONS

New York Times, January 06, 2014
Hardy, Quentin [A Makeover for Maps](#)

Forbes, January 21, 2013
Bender, Andrew [American Airlines' Makeover: Design Pros Weigh In](#)

OTHER

[2014 Core77 Design Awards. Jury team, Strategy & Research Category](#)