

Janet R. Carpman, PhD
Partner, Carpman Grant Associates, Wayfinding Consultants



Janet R. Carpman, PhD is an architectural sociologist and wayfinding expert who has worked for 30+ years to improve wayfinding ease in complex, confusing sites and facilities. A founding partner in Carpman Grant Associates, Wayfinding Consultants, she and Myron Grant have worked with more than 70 organizations on hundreds of wayfinding projects in medical, educational, cultural, government, and other types of public facilities. Jan has special expertise in analyzing users' wayfinding needs and planning wayfinding-related operational programs. In the 1980s, she directed the award-winning Patient & Visitor Participation Project at the University of Michigan Medical Center, a unique, six-year, design research and advocacy effort.

Jan Carpman and Myron Grant are authors of the award-winning books, *Design that Cares: Planning Health Facilities for Patients and Visitors* and *Directional Sense: How to Find Your Way Around*. Jan has conducted over 100 studies, authored or co-authored more than 45 publications, and made 50+ presentations at professional meetings in the U.S. and abroad. She is also an experienced radio talk-show guest. Jan holds degrees from the University of Michigan (PhD in Architecture and Sociology), Harvard University (Master of City Planning), and the University of Rochester (BA in Sociology).

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