Ziqi Yang

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RESEARCH INTERESTS

- Human-AI Interaction, Computer Supported Collaborative Work, Ubiquitous Computing, Health Informatics, Social Computing.

EDUCATION

University of Michigan(UM), Ann Arbor *Aug. 2021 - Present*
M.S. in Information (GPA: 3.9/4.0) Ann Arbor, MI

University of California, Berkeley *Jan. 2021 - May 2021*
Visiting Student (GPA: 4.0/4.0) Remote

Shanghai Jiao Tong University(SJTU) *Sept. 2018 - Aug. 2022*
B.S. in Electrical and Computer Engineering, Minor in Industrial Design (GPA: 3.3/4.0) Shanghai, China

PUBLICATIONS

- **Ziqi Yang**, Jiachen Li, Bingsheng Yao, Xuhai Xu, Nawar Shara, Guodong Gao, Dakuo Wang. 2023. Communication Challenges for Cancer Care and LLM Opportunities. (Work in Progress for CSCW'24)

- **Ziqi Yang**, Xuhai Xu, Bingsheng Yao, Shao Zhang, Ethan Rogers, Stephen Intille, Nawar Shara, Guodong (Gordon) Gao, and Dakuo Wang. 2023. Talk2Care: Facilitating Asynchronous Patient-Provider Communication with Large-Language-Model. 1, 1 (October 2023), 32 pages. (Submitted to CHI'24, Under Review)

RESEARCH EXPERIENCE

Graduate Student Research Assistant, Northeastern University *May. 2023 - Present*
Advisor: Professor Dakuo Wang Boston, MA

- **Interviewed** 19 participants to uncover communication challenges during patient-provider communication for older adults at home, and opportunities for **Large-Language-Model(LLM)**-powered systems.

- Designed and implemented an **LLM-powered system**, Talk2Care, with an **voice assistant (Alexa Echo)** for older adults and a **dashboard interface (Figma and React)** for healthcare providers to facilitate asynchronous patient-provider communication.

- Conducted **user studies for two groups** to reveal good system usability, discussed potentials and design implications for LLM-powered systems as a patient-provider communication facilitator and mediator. Conducting in-depth interviews and a 6-week real-world deployment.

Graduate Student Research Assistant, UM *Oct. 2022 - Present*
Advisor: Professor Mark Newman, Professor Predrag Klasnja Ann Arbor, MI

- Designed **scripts and Figma prototypes** for four coach chatbots with empathy and personality traits to investigate their roles in building long-term user-chatbot relationships in health interventions.

- Conducted six pilot **user studies**; analyzed **questionnaire** ratings and **interview** transcripts for user studies to reveal user preferences towards informal empathetic chatbots, and personalized needs.

- Planning an exploratory study using technology probes to seek scenarios and interactions that users build trust with AI chatbots; developing an **AI chatbot** for Just-In-Time-Adaptive Intervention to promote physical health.

Multidisciplinary Design Programme(MDP), UM *Jan. 2022 - Dec. 2022*
Advisor: Professor Amy Chavasse Ann Arbor, MI

- Conducted desktop research on The Shape and Flow of Languages in choreography, arts, and technology.

- Sketched 360 ° design and made **physical prototype**, design and implemented an interactive **VR exhibition in Mozilla Hubs** and constructed **portfolio website using Wix**.

UX Researcher for Underground Printing, UM *Aug. 2021 - Dec. 2021*
Instructor: Professor Joyojeet Pal Ann Arbor, MI

- Conducted **survey** and **five interviews** with three major user groups of online apparel company Underground Printing; using **affinity diagrams** to analyze user needs, pain points, and constructed persona.
- Conducted **usability testing** and **heuristic evaluation** for mobile design and ordering experience, and provided design suggestions and implications.

Undergraduate Student Research Assistant, SJTU *May. 2021 - Aug. 2021*
Advisor: Professor Peisen Huang Shanghai, China

- Designed integration and control solutions for a **high-precision camera** on **Automated Guided Vehicles (AGV)** and robotic arm; tested control solutions with Python scripts.

Intern Experience

Product Manager Intern, Red (Xiaohongshu) *Mar. 2023 - June 2023*
Department: Community Ecology Shanghai, China

- **Analyzed statistics** (e.g. Daily Active User) for content **search and distribution algorithms** in the social media platform Red; evaluated machine learning models with **precision and accuracy** calculation.
- Designed **rating rules and content distribution strategy** to boost content quality and user engagement.
- Managed project progress and coordinated team collaboration.

User Experience Designer Intern, Microsoft *May 2022 - Aug. 2022*
Department: C+AI Dynamics 365 Shanghai, China

- Conducted **comparative analysis** for supply chain management product design. Constructed **journey maps** and **user personas** for business users to enhance user efficiency with cloud and AI resources
- Designed configuration features and revamped layouts, delivered three mid-fi and hi-fi prototypes.

Outreach

Student Peer Mentor UM School of Information	*Aug. 2022- Dec. 2022*
Teaching Assistant Intro to Theatre	*May 2021- Aug. 2021*
Teaching Assistant Academic Writing I & II	*Sept. 2020 - Apr. 2021*
Core Member SJTU Network and Information Management Organization	*Oct. 2019 - June 2021*
Core Member SJTU Photography Association	*Oct. 2020 - Aug. 2021*
Vice Director UM-SJTU Joint Institute Student Union Tech Department	*Oct. 2019 - June 2020*

Honors, Awards & Grants

UM-SJTU Joint Institute Student Development Scholarship	*Apr. 2021*
The Mathematical Contest in Modeling (MCM) Successful Participant	*Feb. 2021*
SJTU Innovative and Pioneering Project (IPP) Grant (¥8000)	*Oct. 2020*

Skills

Programming: Python, C++, Markdown, LaTex, JavaScript, CSS, HTML, SQL, R, Matlab, Shell, Verilog
Framework/Toolkits: React, Django, Hadoop, Android Studio; Raspberry Pi, Arduino
Software: Figma, Adobe Creative Cloud (XD, Illustrator, Photoshop), Miro, Unity, Unreal Engine
Language: Chinese (Native), English (Professional, TOEFL 108), Spanish and Japanese (Beginner)
Coursework: Probability and Statistics, Methods and Tools for Big Data, Needs Assessment and Usability Evaluation, Online Communities, Accessibility, Applied Machine Learning, Sociology, Linguistics