

Ziqi Yang

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RESEARCH INTERESTS

- My research interest lies in human-AI interaction, social computing, and ubiquitous computing. I am interested in designing and building interactive technologies that promote digital interventions and collaborative work.

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. Exploring Large-Language Model for Post-Treatment Cancer Care: Insights from Communication Barriers. (Submitted to CSCW'24)
- **Ziqi Yang**, Xuhai Xu, Bingsheng Yao, Shao Zhang, Ethan Rogers, Stephen Intille, Nawar Shara, Guodong Gao, and Dakuo Wang. 2023. Talk2Care: Facilitating Asynchronous Patient-Provider Communication with Large-Language-Model. (Submitted to IMWUT'23)

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 developed 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 Pedja 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

Member Society of Women Engineers (SWE)

Sept. 2023 - Present

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 Photography Association

Oct. 2020 - Aug. 2021

Core Member SJTU Network and Information Management Organization

Oct. 2019 - June 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