Lu Wang

Hoboken, NJ | 984-895-5152 | lw823@drexel.edu | linkedin.com/in/luwang823

Research Statements

2025 | I am interested in user experience research, focusing on applying social science in design and development. My particular interests lie in the intersection of AI ethics and AI-powered healthcare systems, specifically the utilization of large language models in healthcare with ethical considerations.

Work Experience

Research Assistant *August 2024 - Present*
Stevens Institute of Technology Hoboken, US

- Reviewed 150+ papers on people's behaviors and perceptions of prompting large language models.
- Conducted interviews with 12 informal caregivers to understand the potentials of large language models.

Research Assistant *May 2020 - August 2024*
Drexel University Philadelphia, US

- Performed extensive literature reviews, analyzing over 200 papers across various topics such as conversational agents (Late-Breaking work presented at CHI23), AI support for caregivers of people living with dementia (Late-Breaking work presented at CHI24), and people's perceptions toward bias and related concepts in large language models.
- Conducted mixed methods (quantitative sentiment analysis and qualitative content analysis) to evaluate the GPT-2 and fine-tuned GPT-2 for Problem-Solving Therapy based on 306 therapy session transcripts between informal caregivers of people living with dementia and therapists, tech talk presented at the Grad Cohort for Women 2021.
- Coded and analyzed interviews of 12 informal caregivers of people living with dementia to understand when technology should or should not support the emotional work engaged in informal caregiving, full paper presented at CSCW24.
- Applied web crawl methods to investigate the representativeness of "People Also Ask" of Google Web search on the information needs concerning Alzheimer's Disease and related dementias, poster presented at AMIA 2021.

User Researcher *July 2018 - Dec. 2018*
NetEase Inc. (NASDAQ: NTES) Hangzhou, China

- Interviewed 33+ users to understand how they use the NetEase Music App, focusing on music recommendations, playlist organization, and scenario-based music. These insights guided iterative improvements to the app.
- Applied a mixed-methods approach to comprehend users' needs and behaviors in utilizing earphones and speakers to inform the design and development. This involved the design of questionnaires, analysis of over 4,600 questionnaire responses, and in-depth interviews with 10 users.
- Developed user personas for game players on the NetEase Music App, including developing questionnaires, analyzing 7,360 responses, and interviewing 16 users.

User Researcher Interns *July 2017 - Oct. 2017 | Oct. 2015 - Mar. 2016*
Lenovo Research | Baidu.com Times Technology (Beijing) Co. Ltd. Beijing, China

- Analyzed customer service chat data using R and Python, labeled conversation techniques from customers and agents, identified the best responses for different user states, and helped design the chatbot interaction flow.
- Developed a program to generate syntax of SPSS using C language, increasing the efficiency of data analysis by 200%. Conducted telephone interview invitation, interview recording, questionnaire data analysis, and report writing.

Education

Stevens Institute of Technology *2024-2027*
PhD Student of Computer Science; Advisor: Dr. Jina Huh-Yoo; Keywords: HCI, Health informatics, AI Hoboken, US

Drexel University *2020-2024*
PhD Candidate of Information Science; Advisor: Dr. Jina Huh-Yoo; Keywords: HCI, Health informatics, AI Philadelphia, US

Beijing Normal University *2016-2018*
Master of User Experience; Advisor: Dr. Jian Li; Keywords: Emotion, Machine Learning, Chat-log Beijing, CN

Beijing Normal University *2012-2016*
Bachelor of Psychology; Thesis Keywords: Self-depletion, Diary Studies, Hierarchical Linear Model Beijing, CN

Skills

- Mixed Methods
- Scale Development
- Usability Testing
- A/B Test
- Diary Studies
- Persona
- User Journey Map
- Moodboards
- Storyboards
- User Flow
- Task Analysis
- Wireframes
- Affinity Diagram
- Bibliometric Analysis
- Structural Equation Modeling
- Hierarchical Linear Model
- Factor Analysis
- Data Visualization, R & Python
- Machine Learning (basic)
- Deep Learning (basic)
- Natural Language Processing (basic)