Lu Wang

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Research Statements

2025 | I am interested in applying social science in design and development, with a particular focus on the intersection of AI ethics and AI-powered healthcare systems. My current work centers on the applications of large language models (LLMs) to support informal caregivers.

Work Experience

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

- Review 150+ papers on people's behaviors and perceptions of prompting LLMs, informing user interface design to help users build effective mental models of generative conversational AI.
- Conducted interviews with 16 informal caregivers to understand how they perceived and interacted with LLMs.

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

- Conducted literature reviews over 200 papers across topics like conversational agents (Late-Breaking work at CHI'23), AI support for caregivers of people living with dementia (CGs of PLWD) (Late-Breaking work at CHI'24), and people's perceptions toward bias and related concepts in LLMs.
- Conducted mixed methods to evaluate the GPT-2 and fine-tuned GPT-2 for Problem-Solving Therapy based on 306 therapy session transcripts between CGs of PLWD and therapists (talk at the Grad Cohort for Women 2021).
- Coded and analyzed interviews of 12 CGs of PLWD to understand when technology should or should not support the emotional work engaged in informal caregiving (full paper at CSCW'24).
- 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 dementia (poster at AMIA'21).

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

- Interviewed 33+ users to understand the usage of NetEase Music App for music recommendations, playlist organization, and scenario-based music.
- Applied a mixed-methods approach through analysis of over 4,600 questionnaire responses, and in-depth interviews with 10 users to inform the design and development of earphones and speakers.
- Developed user personas for game players on the NetEase Music App by analyzing 7,360 questionnaire 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, 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%.

Education

Stevens Institute of Technology, Transferred *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
- Web Development
- Machine Learning (basic)
- Deep Learning (basic)
- Natural Language Processing (basic)

Publications

Research Articles

Human Computer Interaction; Psychology

- Smriti, D., Wang, L., & Huh-Yoo, J. (2024). Emotion work in caregiving: the role of technology to support informal caregivers of persons living with dementia. Proceedings of the ACM on human-computer interaction, 8(CSCW1), 1-34.
- Wen, W., Li, J., Georgiou, G. K., Huang, C., & Wang, L. (2020). Reducing the halo effect by stimulating analytic thinking. Social Psychology.

Conferences

Human Computer Interaction; Computing; Health

- Wang, L., Smriti, D., Yuan, H., & Huh-Yoo, J. (2024, May). Artificial Intelligence Systems for Supporting Informal Caregivers of People Living with Alzheimer's Disease or Related Dementias: A Systematic Review. In Extended Abstracts of the CHI Conference on Human Factors in Computing Systems (pp. 1-11).
- Wang, L., Chen, C., & Huh-Yoo, J. (2023, April). Investigating the Synonyms of Conversational Agents to Aid Cross-Disciplinary CA Research. In Extended Abstracts of the 2023 CHI Conference on Human Factors in Computing Systems (pp. 1-10).
- Wang, L., & Huh-Yoo, J. (2023, April) "Validity Examinations of Social Bias Measurements and Mitigations in Word Embeddings." Computing Research Association Widening Participation Grad Cohort for Women.
- Wang, L., & Huh-Yoo, J. (2021, October) "The Representativeness of "People Also Ask" of Google Web Search on the Information Needs Concerning Alzheimer's Disease and Related Dementias." In the AMIA 2021 Annual Symposium.

Preprints

Human Computer Interaction; Health

- Wang, L., Song, M., Rezapour, R., Kwon, B. C., & Huh-Yoo, J. (2023). People's perceptions toward bias and related concepts in large language models: A systematic review. arXiv preprint arXiv:2309.14504.
- Wang, L., Mujib, M. I., Williams, J., Demiris, G., & Huh-Yoo, J. (2021). An evaluation of generative pre-training model-based therapy chatbot for caregivers. arXiv preprint arXiv:2107.13115.
- Aghakhani, E., Wang, L., Washington, K. T., Demiris, G., Huh-Yoo, J., & Rezapour, R. (2025). From Conversation to Automation: Leveraging Large Language Models to Analyze Strategies in Problem Solving Therapy. arXiv preprint arXiv:2501.06101.

Selected Honors & Awards

2024 Exceptional Academic Achievement Award at Department of Information Science | Drexel University, PA, US
2023 Grace Hopper Celebration (GHC) Student Scholarship from Drexel University | Orlando, FL, US
2023 CRA-WP Grad Cohort Conference Grant | San Francisco, CA, US
2022 GHC Student Scholarship | Virtual
2022, 2021 NSF SCH PI Workshop Student Award | Virtual
2021 GHC Student Scholarship, Speaker (Not presented due to medical leave) | Virtual
2021 CRA-WP Grad Cohort Conference Grant | Virtual
2021 GREPSEC Workshop Student Award | Virtual
2021 USENIX Diversity Grant | Virtual
2018, 2016 Outstanding Graduates (Top 5%) | Beijing, China
2015, 2014, 2013 National Endeavor Fellowship | China

Professional Services

2025 Late-Breaking Work, Associate Chair | ACM Human Factors in Computing Systems (CHI)
2025 Full Paper (October Cycle), Associate Chair | ACM Computer-Supported Collaborative Work (CSCW)
2021-2025 Reviewer | CHI (24, Special Recognitions), CSCW, AMIA, HRI (25, Special Recognitions), DIS
2024-2025 Alumni Mentor | Beijing Normal University, China
2022 Mentor | AnitaB.org

Selected Volunteer Experience

2025 CHI Student Volunteer | Yokohama, Japan
2024 CHI Student Volunteer | Hawai'i, United States
2020 IEEE BigData Conference | Virtual
2018 Language Rehabilitation of Hearing and Impaired Children Program | Beijing, China
2014 Asia-Pacific Economic Cooperation (APEC) | Beijing, China
2014 Voluntary education support in Jianyang High School | Jianyang, Sichuan Province, China
2012 United the Force for Good Program, China Foundation for Poverty Alleviation | Beijing, China