

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

Stevens Institute of Technology

August 2024 - Present

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

Drexel University

May 2020 - August 2024

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

NetEase Inc. (NASDAQ: NTES)

July 2018 - Dec. 2018

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

Lenovo Research | Baidu.com Times Technology (Beijing) Co. Ltd.

July 2017 - Oct. 2017 | Oct. 2015 - Mar. 2016

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

PhD Student of Computer Science; Advisor: Dr. Jina Huh-Yoo; Keywords: HCI, Health informatics, AI

2024-2027

Hoboken, US

Drexel University

PhD Candidate of Information Science; Advisor: Dr. Jina Huh-Yoo; Keywords: HCI, Health informatics, AI

2020-2024

Philadelphia, US

Beijing Normal University

Master of User Experience; Advisor: Dr. Jian Li; Keywords: Emotion, Machine Learning, Chat-log

2016-2018

Beijing, CN

Beijing Normal University

Bachelor of Psychology; Thesis Keywords: Self-depletion, Diary Studies, Hierarchical Linear Model

2012-2016

Beijing, CN

SKILLS

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

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