

# Diva Smriti

College of Computing and Informatics  
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## RESEARCH INTERESTS

**Human-Computer Interaction, Computer-Supported Cooperative Work, Health Informatics, Ubiquitous Computing, Technology for Underrepresented Populations.**

## EDUCATION

- 2019–2024 (expected) **Ph.D. Student in Information Science**, Drexel University, Philadelphia, PA  
Advisor: Dr. Jina Huh-Yoo | GPA: 3.96/4.00
- 2017–2019 **M.S. in Human-Computer Interaction (HCI)**, University of Maryland, College Park, MD  
Advisor: Dr. Eun Kyoung Choe | GPA: 4.00/4.00
- 2011–2015 **B.Des. in Design**, Indian Institute of Technology Guwahati, India | CPI: 7.73/10.00

## EMPLOYMENT

- 08/2023–03/2024 **Vanguard, Philadelphia, PA**  
*User Experience Research (UXR) Intern*  
Led an end-to-end mixed-methods generative study and an evaluative usability study.  
Collaborated cross-functionally with Research, Design, Data Analytics, and Product Teams.
- 06/2022–09/2022 **Amazon, Seattle, WA**  
*User Experience Research (UXR) Intern*  
Conducted a Diversity, Equity, and Inclusion qualitative evaluation study using contextual inquiry.  
Collaborated cross-functionally with Research, Design, DEI, Legal, and PR Teams.
- 10/2019–Present **Drexel University, Philadelphia, PA**  
*HCI Doctoral Researcher* | Mentor: Dr. Jina Huh-Yoo  
Use qualitative user-centered research methods such as interviews, usability testing, diary study to design emerging technologies for informal caregivers.
- 10/2017–05/2019 **University of Maryland, College Park, MD**  
*HCI Researcher* | Mentor: Dr. Elizabeth Bonsignore  
Conducted bi-weekly participatory design research method sessions with children participants aged 8-12 years as part of Kidsteam.
- 05/2016–09/2016 **Spoonshot (dishq), Bangalore, India**  
*User Experience Designer*  
Led user research of a mobile-based application for matching restaurants to users' food likings.
- 07/2015–04/2016 **Abzooba India Infotech Pvt. Ltd., Kolkata, India**  
*User Experience Designer*  
Designed visualizations for indicating the company's key performance metrics.

## HONORS AND AWARDS

- 2023 Grace Hopper Conference Student Scholarship, AnitaB. org
- 2022 Human Computer Interaction Consortium (HCIC) Student Attendee
- 2021 Google CS Research Mentorship Program (CSRMP) Scholar
- 2021 Student Awardee, NSF SCH PI Workshop: Smart Health in the AI and Covid Era
- 2021 CRA-WP Grad Cohort for Women Workshop
- 2020–21 Grace Hopper Scholarship, Drexel University
- 2020 Cell2Society Aging Research Grant, Drexel University (\$2000)

## PUBLICATIONS

### Full Papers (Rigorously Peer Reviewed)

- f5 **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.**  
ACM Computer-Supported Cooperative Work and Social Computing (**CSCW '24**).
- f4 Kocaballi, A.B., Sezgin, E., Clark, L., Carroll, J.M., Huang, Y., Huh-Yoo, J., Kim, J., Kocielnik, R., Lee, Y., Mamykina, L., Mitchell, E.G., Moore, R.J., Murali, P., Mynatt, E.D., Park, S.Y., Pasta, A., Richards D., Silva, L.M., **Smriti, D.**, Spillane, B., Zhan, Z., Zubatiy, T. (2022).  
**Design and Evaluation Challenges of Conversational Agents in Healthcare and Wellbeing.**  
Journal of Medical Internet Research (**JMIR**).
- f3 **Smriti, D.**, Kao, T.S., Rathod, R., Shin, J.S., Peng, W., Williams, J., Muijb, M., Colosimo, M., Huh-Yoo, J. (2022).  
**Motivational Interviewing Conversational Agent for Parents as Proxies for their Children in Healthy Eating: Development and User Testing.**  
Journal of Medical Internet Research Human Factors (**JMIR Human Factors**).
- f2 **Smriti, D.**, Ambulkar, S., Meng, Q., Kaimal, G., Ramotar, K., Park, S., Huh-Yoo, J. (2021).  
**Creative Arts Therapies for the Mental Health of Emerging Adults: A Systematic Review.**  
The Arts in Psychotherapy.
- f1 Badillo-Urquiola, K., **Smriti, D.**, McNally, B., Bonsignore, E., Golub, E., Wisniewski, P. (2019).  
**Stranger Danger!: Social Media App Features Co-Designed with Children to Keep Them Safe Online.**  
ACM Interaction Design and Children (**IDC '19**).

### Posters (Peer Reviewed)

- p5 **Smriti, D.**, Huh-Yoo, J. (2023).  
**Bringing Emotions into Practice: A Framework for AI Design to Support Emotional Work.**  
ACM Computer-Supported Cooperative Work and Social Computing (**CSCW '23**).
- p4 **Smriti, D.**, Rathod, R., Huh-Yoo, J. (2021).  
**Toward Privacy Implications in Developing and Deploying Chatbots in Informatics Research: Analysis of Chatbot Development Platforms.**  
The Annual Symposium of American Medical Informatics Association (**AMIA '21**).
- p3 Kao, T.-S. A., Ling, J., **Smriti, D.**, Shin, J.Y., Peng, W., Huh-Yoo, J. (2021).  
**The Feasibility of Technology-Adapted Motivational Interviewing (TAMI).**  
Midwest Nursing Research Society (**MNRS**) Virtual Annual Research Conference '21.
- p2 **Smriti, D.**, Shin, J.Y., Mujib, M., Colosimo, M., Kao, T.S., Williams, J.R., Huh-Yoo, J. (2020).  
**TAMICA: Tailorable Autonomous Motivational Interviewing Conversational Agent.**  
EAI International Conference on Pervasive Computing Technologies for Healthcare (**PervasiveHealth '20**).
- p1 Badillo-Urquiola, K., **Smriti, D.**, McNally, B., Bonsignore, E., Golub, E., Wisniewski, P. (2018). Co-  
**Designing with Children to Address "Stranger Danger" on Musical.ly.**  
Symposium on Usable Privacy and Security (**SOUPS '18**). [BEST POSTER]

## Workshop Papers and Abstracts (Juried)

- w5 **Smriti, D.**, Kao, T.S., Rathod, R., Shin, J.S., Peng, W., Williams, J., Muijb, M., Colosimo, M., Huh-Yoo, J. (2023). **Motivational Interviewing Conversational Agent for Parents as Proxies for their Children in Healthy Eating: Development and User Testing.** Workgroup on Interactive Systems in Healthcare (*WISH '23*). ACM Human Factors in Computing Systems (CHI '23).
- w4 **Smriti, D.**, Rathod, R., Huh-Yoo, J. (2021). **Toward Privacy Implications in Developing and Deploying Chatbots: Analysis of Chatbot Development Platforms.** Workshop: Let's Talk about CUIs: Putting Conversational User Interface Design Into Practice. ACM Human Factors in Computing Systems (*CHI '21*).
- w3 **Smriti, D.**, Shin, J.Y., Mujib, M., Colosimo, M., Kao, T.S., Williams, J.R., Huh-Yoo, J. (2020). **TAMICA: Tailorable Autonomous Motivational Interviewing Conversational Agent.** Workshop: Conversational Agents for Health and Well-being. ACM Human Factors in Computing Systems (*CHI '20*).
- w2 **Smriti, D.**, DiMaria-Ghalili, R. A., Gitlin, L. N., Sarcevic, A., Yan, E., Huh-Yoo, J. (2020). **Information Quality Assessment Framework for Online Dementia Care Resources.** The Gerontological Society of America (*GSA*) 2020 Annual Scientific Meeting.
- w1 Mastrianni, A., **Smriti, D.\*** (2020). **Exploring the Effect of Social Connections on Transactional Behaviors in Venmo.** Americas Conference on Information Systems (*AMCIS 2020*) TREOs.

## Doctoral Consortium

- d1 **Smriti, D.** (2023). **Bringing Emotions into Practice: The Role of AI in Supporting Emotional Work in Informal Caregiving.** ACM Designing Interactive Systems (*DIS '23*).

## PROFESSIONAL SERVICES

### Associate Chair

ACM Human Factors in Computing Systems (*CHI*) 2024 (Late-Breaking Works)

ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2023 (Posters)

### Reviewer

ACM Human Factors in Computing Systems (*CHI*) 2021, 2022, 2024 (Full papers, Late-Breaking Works)

ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2021, 2022, 2023 (Full papers, Posters)

ACM Designing Interactive Systems (*DIS*) 2023 (Full papers, Works in Progress)

The Annual Symposium of American Medical Informatics Association (AMIA) 2020, 2021 (Full papers, Posters)

ACM Interaction Design and Children (*IDC*) 2021 (Short Papers)

Journal of Medical Internet Research (*JMIR*) 2023 (Full papers)

Applied Clinical Informatics Journal 2021 (Full papers)

### Student Volunteer

ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2023 [In-person]

ACM Designing Interactive Systems (*DIS*) 2023 [In-person]

ACM Human Factors in Computing Systems (*CHI*) 2020 [Cancelled due to Covid-19]

ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2020 [Virtual]

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\*The author(s) who contributed equally as the first author.

## **PRESENTATIONS AND INVITED TALKS**

- 03/2021 Designing Conversational Agents for Health Management.  
Drexel CHI User Experience Club, Philadelphia, PA.
- 04/2020 TAMICA: Tailorable Autonomous Motivational Interviewing Conversational Agent.  
Oral Presentation at Drexel Emerging Graduate Scholars Conference, Philadelphia, PA.

## **TEACHING EXPERIENCE**

### **Instructor**

Spring '24 **INFO 608 - Human Computer Interaction**

### **Teaching Assistant**

- Summ '23 INFO 608 - Human Computer Interaction (worked with Dr. Tim Gorichanaz)
- Spring '23 INFO 608 - Human Computer Interaction (worked with Dr. Afsaneh Razi)
- Winter '22 INFO 616 - Social and Collaborative Computing (worked with Dr. Aleksandra Sarcevic)
- Fall '22 INFO 508 - Information Innovation through Design Thinking (worked with Dr. Polly College)

## **STUDENTS MENTORED**

- 2021 Sukhi Sandhu, Masters student, Drexel University, College of Computing and Informatics
- 2021 Amoh Kwaku, Masters student, Drexel University, College of Computing and Informatics
- 2020–21 Rahil Rathod, Masters student, Drexel University, College of Computing and Informatics
- 2020 Nadien Zerban, Undergraduate student, Drexel University, College of Computing and Informatics
- 2020 Katelyn Moore, Undergraduate student, Drexel University, College of Biomedical Engineering, Science and Health Systems
- 2019 Sree Mahit Munakala, Masters student, Carnegie Mellon Univeristy, HCII

## **LEADERSHIP POSITIONS**

- 2021–22 Vice President, Doctoral Students Association, College of Computing & Informatics, Drexel University
- 2020–21 Treasurer, Doctoral Students Association, College of Computing & Informatics, Drexel University

## **DIVERSITY, EQUITY, AND INCLUSION EFFORTS**

- 2020–21 CHI Mentoring (CHIMe) Workshop 2020, 2021
- 2019–20 Graduate Mentor for Undergraduate Students, Drexel Women in Computing Society
- 2018–19 Graduate Mentor for 2018 HCI Masters Students, University of Maryland, College Park

## **SKILLS**

- Research** Interview, participatory design, diary study, contextual inquiry, usability testing, thematic analysis, qualitative research, mixed-methods research, user research, descriptive statistics.
- Design** User-centered design, rapid prototyping, empathy mapping, user journey, wireframing.
- Code** HTML, CSS, JavaScript, jQuery, Python, SQL.
- Software** NVivo, Miro, Figma, SPSS Statistical Analysis, Adobe Creative Suite, Balsamiq, Invision, Tableau