

Diva Smriti

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RESEARCH INTERESTS

Human-Computer Interaction, Computer-Supported Cooperative Work, User Experience (UX) Research, Health Informatics, 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

- 06/2022–09/2022 **Amazon, Seattle, WA**
User Experience (UX) Research 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**
Graduate Research Assistant | 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**
Graduate Research Assistant | 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)
- 2018 Research Improvement Grant, University of Maryland (\$600)
- 2018 Grace Hopper Scholarship, University of Maryland
- 2018 SOUPS 2018 - Best Poster Award [p1]

PUBLICATIONS

Journal Articles (Rigorously Peer Reviewed)

- j3 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*).
- j2 **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*).
- j1 **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.

Conference Proceedings (Rigorously Peer Reviewed)

- c1 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 Computer-Supported Cooperative Work and Social Computing (**CSCW**) 2023 (Posters)

Reviewer

ACM Human Factors in Computing Systems (**CHI**) 2021, 2022 (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 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**]

*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

Teaching Assistant

- 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 University, 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.