

Do, Hyo Jin (Gina)

Cambridge, MA, USA

(+1) 217-419-7122 | hjdo@ibm.com | hdo.cs.illinois.edu | [/in/hyojindo](https://in.hyojindo) | [Google Scholar](https://scholar.google.com/citations?user=...)

RESEARCH INTERESTS

My research interests lie at the intersection of human-computer interaction (HCI) and artificial intelligence (AI), particularly in designing AI systems to improve end-user experience and trust and mitigate biases.

EDUCATION

University of Illinois at Urbana-Champaign (UIUC)

Urbana, IL, US

Ph.D. in Computer Science | Interactive Computing Group

22 Aug 2016 - 13 May 2023

- Advisor: Brian P. Bailey
- Dissertation: Designing a Conversational Agent for Promoting Participation of Under-Contributing Members in a Small Group Chat Discussion
- GPA: 3.91/4.0 (98/100)

Korea Advanced Institute of Science and Technology (KAIST)

Daejeon, South Korea

Master of Science in Computer Science | Artificial Intelligence (AI) Group

1 Sep 2013 - 19 Feb 2016

- Advisor: Ho-Jin Choi
- Thesis: Korean Twitter Emotion Classification and Application
- GPA: 3.74/4.3 (94/100)

Korea University (KU)

Seoul, South Korea

Bachelor of Science in Computer Science

1 Mar 2009 - 23 Aug 2013

Interdisciplinary Major: Brain and Cognitive Sciences

- Honor: Valedictorian
- GPA: 4.07/4.5 (95.1/100)

National University of Singapore (NUS)

Singapore

Exchange Student in Computer Science

2 Aug 2010 - 15 May 2011

PROFESSIONAL EXPERIENCE

IBM Research

314 Main St. Cambridge, MA 02142, US

Full-time

9 Jan 2023 - Current

Research Scientist, AI Experience Team

- Worked on research projects focused on generative AI and governance

IBM Research

314 Main St. Cambridge, MA 02142, US

Intern

23 May 2022 - 12 Aug 2022

AI Intern, AI Experience Team

- Designed conversational natural language interfaces for end-user programming and conducted user studies

IBM Research

1101 Kitchawan Rd, Yorktown Heights, NY 10598, US

Intern

20 May 2019 - 16 Aug 2019

Research Graduate Intern, Finance Research Team

- Conducted user studies and analyses to understand model risk management practices in financial institutions
- Performed interviews and participated in qualitative coding to discover challenges of data management in software engineering that incorporates ML aspects

Bank of Korea

Seoul, South Korea

Full-time

4 Jan 2016 - 24 Jun 2016

Economist, IT Division

- Administered and improved the National Economic Statistics System (ecos.bok.or.kr)
- Managed and supported other internal bank systems, participated in workshops

Samsung Electronics

Intern

Suwon, South Korea

26 Dec 2011 - 24 Feb 2012

Software Engineer Intern, Android Development

Team

- Individual project: designed and implemented a ‘People Manager’ app in which users can exchange contacts using NFC and write diaries to help them easily recall memories of people they meet
- Team project: proposed an idea that users can manage device configuration settings from a centralized location within an app, won the Best Team Project Award

Teaching Experience

Teaching Assistant (University of Illinois Urbana-Champaign)

Urbana, IL, US

Honor & Achievement:

Aug 2016 - Dec 2021

- List of Teachers Ranked as Excellent (Fall 2021)
- Graduate Teacher Certificate (Spring 2022)

Courses:

- CS465 User Interface Design (Spring 2017-19, Fall 2019, Spring 2021, Fall 2021)
- CS498/416 Data Visualization (Summer 2020 & 2021)
- CS125 Introduction to Computer Science (Spring & Fall 2020)
- CS548 Models of Cognitive Processes (Fall 2018)
- CS225 Data Structures (Fall 2017)
- CS440 Artificial Intelligence (Fall 2016)

Teaching Assistant (Korea Advanced Institute of Science and Technology)

Daejeon, South Korea

Courses:

Sep 2013 - Jun 2014

- CS476/BiS481 Collective Intelligence in Biomedical Applications (Spring 2014)
- CS360 Introduction to Databases (Fall 2013)

World Friends ICT Volunteer (University of Ghana)

Accra, Ghana

Lectured Android programming to university undergraduate and graduate students every weekday

Jul 2012 - Aug 2012

PUBLICATIONS (Up-to-Date List of Publications Available on [Google Scholar](#))

- **Hyo Jin Do**, Michelle Brachman, Casey Dugan, James M. Johnson, Julia Lauer, Priyanshu Rai, Qian Pan, "Grounding with Structure: Exploring Design Variations of Grounded Human-AI Collaboration in a Natural Language Interface", *To Appear in Proceedings of the ACM on Human-Computer Interaction (PACM HCI)*, CSCW, ACM, November, 2024.
- **Hyo Jin Do**, Michelle Brachman, Casey Dugan, Qian Pan, Priyanshu Rai, James M. Johnson, Roshni Thawani, "Evaluating What Others Say: The Effect of Accuracy Assessment in Shaping Mental Models of AI Systems", *To Appear in Proceedings of the ACM on Human-Computer Interaction (PACM HCI)*, CSCW, ACM, November, 2024.
- **Hyo Jin Do**, Rachel Ostrand, Justin D. Weisz, Casey Dugan, Prasanna Sattigeri, Dennis Wei, Keerthiram Murugesan, Werner Geyer, "Facilitating Human-LLM Collaboration through Factuality Scores and Source Attributions", *Trust and Reliance in Evolving Human-AI Workflows Workshop at Conference on Human Factors in Computing Systems (CHI)*, Honolulu (USA), ACM, May 2024.
- **Hyo Jin Do**, Ha-Kyung Kong, Pooja Tetali, Karrie Karahalios, Brian P Bailey, "Inform, Explain, or Control: Techniques to Adjust End-User Performance Expectations for a Conversational Agent Facilitating Group Chat Discussions", *Proceedings of the ACM on Human-Computer Interaction (PACM HCI)*, MN (USA), ACM, October 2023.
- **Hyo Jin Do**, Ha-Kyung Kong, Pooja Tetali, Jaewook Lee, Brian P Bailey, "To Err is AI: Imperfect Interventions and Repair in a Conversational Agent Facilitating Group Chat Discussions", *Proceedings of the ACM on Human-Computer Interaction (PACM HCI)*, MN (USA), ACM, October 2023.

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- **Hyo Jin Do**, Ha-Kyung Kong, Jaewook Lee, Brian P Bailey, “How Should the Agent Communicate to the Group? Communication Strategies of a Conversational Agent in Group Chat Discussions”, Proceedings of the ACM on Human-Computer Interaction (PACM HCI), Taipei (Taiwan), ACM, November 2022.
 - **Hyo Jin Do**, Seon Hye Yang, Boogyong Choi, Wai-Tat Fu, Brian P Bailey, “Do You Have Time for a Quick Chat? Designing a Conversational Interface for Sexual Harassment Training”, Proceedings of the 26th Annual Meeting of the Intelligent User Interfaces Community (IUI), TX (USA), ACM, April 2021.
 - Wai-Tat Fu, Mingkun Gao, **Hyo Jin Do**, “Computational Methods for Socio-Computer Interaction”, Computational Interaction (Chapter 15), Oxford University Press, 2018.
 - Mingkun Gao, **Hyo Jin Do**, Wai-Tat Fu, “Burst Your Bubble! An Intelligent System for Improving Awareness of Diverse Social Opinions”, Proceedings of the 23rd Annual Meeting of the Intelligent User Interfaces Community (IUI), Tokyo, ACM, March 2018.
 - **Hyo Jin Do**, “Intelligent Interface for Seeing the World Through Different Lenses”, Proceedings of the 22nd Annual Meeting of the Intelligent User Interfaces Community (IUI), Cyprus, ACM, March 2017.
 - Mingkun Gao, **Hyo Jin Do**, and Wai-Tat Fu. “An Intelligent Interface for Organizing Online Opinions on Controversial Topics”, Proceedings of the 22nd International Conference on Intelligent User Interfaces (IUI), Cyprus, ACM, March 2017.
 - **Hyo Jin Do** and Wai-Tat Fu, “Empathic Virtual Assistant for Healthcare Information with Positive Emotional Experience,” 2016 IEEE International Conference on Healthcare Informatics (ICHI), Chicago, IL (USA), IEEE, October, 2016
 - **Hyo Jin Do**, Chae-Gyun Lim, and Ho-Jin Choi, “Analyzing Emotions in Twitter During a Crisis: A Case Study of the 2015 Middle East Respiratory Syndrome Outbreak in Korea”, Proceedings of the 3rd International Conference on Big Data and Smart Computing (BigComp), Hong Kong (China), IEEE, January 2016.
 - **Hyo Jin Do** and Ho-Jin Choi, “Korean Twitter Emotion Classification Using Automatically Built Emotion Lexicons and Fine-grained Features”, Proceedings of the 29th Pacific Asia Conference on Language, Information and Computation (PACLIC), Shanghai (China), October 2015.