

## Education

- 2020 – 2025 **Ph.D. Software Engineering, Carnegie Mellon University**  
Thesis: *Empowering & Collectivizing Platform-based Laborers: Towards Technology & Policy to Support More Democratized Gig Work*  
Committee: Haiyi Zhu (chair), Jodi Forlizzi, Sarah Scheffler, Min Kyung Lee
- 2020 – 2024 **M.Sc. Software Engineering, Carnegie Mellon University**
- 2016 – 2020 **B.A. in Computer Science, Oberlin College** Magna Cum Laude  
Honors Thesis: *Constructing Effective Stack Overflow Questions.*

## Professional Experiences

- 2025-present **Carnegie Mellon University** Postdoctoral Researcher  
*Advised by Haiyi Zhu*
- 2020-2025 **Carnegie Mellon University** Research Assistant  
*Advised by Haiyi Zhu*  
Understanding Successful Communication Strategies in Freelancing [6]  
Multi-Stakeholder Codesign of Individualized Policy & Tech Interventions [3, 4]  
Data-sharing for Cross-Platform Peer Support & Policy Formulations [1, 9, 10]
- 2021-2022 **Upwork** Data Science Consultant  
*Supervised by Sibio Lu*  
Internal Fairness Auditing
- 2020 **IBM** Software Engineer Intern.  
*Managed by Ross Grady*  
Slack and GitHub drivers for a Self-Guided Support Portal
- 2019 **IBM** Extreme Blue Technical Intern.  
*Managed by Ross Grady*  
Terminal-based Multicloud Manager
- 2018 – 2019 **Carnegie Mellon University** Undergraduate Research Assistant  
*Mentored by Michael Xieyang Liu, Brad Myers, Aniket Kittur*  
Tool to Support Developers in Tabulated Decision-making [6, 10, 11]

## Research Publications

### Conference Proceedings & Journal Articles

- 1 Evans Xu Han, Alice Zhang, Hong Shen, Haiyi Zhu, Paul Pu Liang, and **Jane Hsieh** (UIST 2025). “POET: Supporting Prompting Creativity and Personalization with Automated Expansion of Text-to-Image Generation”. In: *Proceedings of the 38th Annual ACM Symposium on User Interface Software and Technology*. 🌐 DOI: 10.48550/arXiv.2504.13392.
- 2 **Jane Hsieh**, Angie Zhang, Sajel Surati, Sijia Xie, Yeshua Ayala, Nithila Sathiya, Karen Lightman, Tzu-sheng Kuo, Min Kyung Lee, and Haiyi Zhu (2025). “Gig2Gether: Datasharing to Empower, Unify and Demystify Gig Work”. In: *To appear in Proceedings of the 2025 CHI Conference on Human Factors in Computing Systems*. 🏆 **Best Paper Honorable Mention Award**. 🌐 DOI: 10.48550/arXiv.2502.04482.
- 3 Tzu-Sheng Kuo, Quan Ze Chen, Amy X Zhang, **Jane Hsieh**, Haiyi Zhu, and Kenneth Holstein (2025). “PolicyCraft: Supporting Collaborative and Participatory Policy Design through Case-Grounded Deliberation”. In: *To appear in Proceedings of the 2025 CHI Conference on Human Factors in Computing Systems*. 🌐 DOI: 10.1145/3706598.3713865.

- 4 **Jane Hsieh**, Oluwatobi Adisa, Sachi Bafna, and Haiyi Zhu (Aug. 2023). “Designing Individualized Policy and Technology Interventions to Improve Gig Work Conditions”. In: *Proceedings of the 2nd Annual Meeting of the Symposium on Human-Computer Interaction for Work*. CHIWORK ’23. 🏆 **Best Paper Award**. Oldenburg, Germany: Association for Computing Machinery. ISBN: 9798400708077. 🔗 DOI: 10.1145/3596671.3598576.
- 5 **Jane Hsieh**, Miranda Karger, Lucas Zagal, and Haiyi Zhu (July 2023). “Co-Designing Alternatives for the Future of Gig Worker Well-Being: Navigating Multi-Stakeholder Incentives and Preferences”. In: *Proceedings of the 2023 ACM Designing Interactive Systems Conference*. DIS ’23. Pittsburgh, PA, USA: Association for Computing Machinery, pp. 664–687. ISBN: 9781450398930. 🔗 DOI: 10.1145/3563657.3595982.
- 6 **Jane Hsieh**, Joselyn Kim, Laura Dabbish, and Haiyi Zhu (Oct. 2023). “‘Nip it in the Bud’: Moderation Strategies in Open Source Software Projects and the Role of Bots”. In: *Proc. ACM Hum.-Comput. Interact.* 7.CSCW2. 🔗 DOI: 10.1145/3610092.
- 7 **Jane Hsieh**, Yili Hong, Gordon Burtch, and Haiyi Zhu (Apr. 2022). “A Little Too Personal: Effects of Standardization versus Personalization on Job Acquisition, Work Completion, and Revenue for Online Freelancers”. In: *Proceedings of the 2022 CHI Conference on Human Factors in Computing Systems*. CHI ’22. New Orleans, LA, USA: Association for Computing Machinery. ISBN: 9781450391573. 🔗 DOI: 10.1145/3491102.3517546.
- 8 Yumi Ijiri, Kathryn L. Krycka, Ian Hunt-Isaak, Hillary Pan, **Jane Hsieh**, Julie A. Borchers, James Jennings Rhyne, Samuel D. Oberdick, Ahmed Abdelgawad, and Sarah A. Majetich (2019). “Correlated spin canting in ordered core-shell  $\text{Fe}_3\text{O}_4/\text{Mn}_x\text{Fe}_{3-x}\text{O}_4$  nanoparticle polycrystalline assemblies”. In: *Physical Review B* 99.9, p. 094421. 🔗 DOI: 10.1103/PhysRevB.99.094421.
- 9 Michael Xieyang Liu, **Jane Hsieh**, Nathan Hahn, Angelina Zhou, Emily Deng, Shaun Burley, Cynthia Taylor, Aniket Kittur, and Brad A. Myers (2019). “Unakite: Scaffolding Developers’ Decision-Making Using the Web”. In: *Proceedings of the 32nd Annual ACM Symposium on User Interface Software and Technology*. UIST ’19. 🏆 **Best Paper Honorable Mention Award**. New Orleans, LA, USA: Association for Computing Machinery, pp. 67–80. ISBN: 9781450368162. 🔗 DOI: 10.1145/3332165.3347908.

## Manuscripts under Submission/Revision

- 10 **Jane Hsieh**, Emmie Regan, Jose Elizalde, and Haiyi Zhu (CHI ’26). *Beyond Riding: Passenger Engagement with Driver Labor through Gamified Interactions*. 🔗 URL.
- 11 **Jane Hsieh**, Angie Zhang, Mialy Rasetarinera, Erik Chou, Daniel Ngo, Karen Lightman, Min Kyung Lee, and Haiyi Zhu (Big Data & Society). *Supporting Gig Worker Needs and Advancing Policy Through Worker-Centered Data-Sharing*. 🔗 DOI: 10.48550/arXiv.2412.02973.
- 12 Sander de Jong, **Jane Hsieh**, Tzu-sheng Kuo, Rune Moberg Jacobsen, Niels van Berkel, and Haiyi Zhu (CHI ’26). *Understanding, Demystifying and Challenging Perceptions of Gig Worker Vulnerabilities*. 🔗 URL.
- 13 Zahra Abba Omar, Nadia Nahar, Jacob Tjaden, Inès Gilles, Fikir Mekonnen, Erica Okeh, **Jane Hsieh**, and Christian Kästner (International Conference on Software Engineering, 2025). *Beyond SHAP and Anchors: A large-scale experiment on how developers struggle to design meaningful end-user explanations*. 🔗 DOI: 10.48550/arXiv.2503.15512.

## Lightly Reviewed Publication & Workshops

- 14 **Jane Hsieh**, Angie Zhang, Seyun Kim, Varun Nagaraj Rao, Samantha Dalal, Alexandra Mateescu, Rafael Do Nascimento Grohmann, Motahhare Eslami, and Haiyi Zhu (2024). *Worker Data Collectives as a means to Improve Accountability, Combat Surveillance and Reduce Inequalities*. San Jose, Costa Rica. 🔗 DOI: 10.1145/3678884.3681829.

- 15 **Jane Hsieh**, Michael Xieyang Liu, Brad A. Myers, and Aniket Kittur (2018). *An Exploratory Study of Web Foraging to Understand and Support Programming Decisions*. DOI: 10.1109/VLHCC.2018.8506517.
- 16 Michael Xieyang Liu, Nathan Hahn, Angelina Zhou, Shaun Burley, Emily Deng, **Jane Hsieh**, Aniket Kittur, and Brad A Myers (2018). *UNAKITE: Support Developers for Capturing and Persisting Design Rationales When Solving Problems Using Web Resources*. URL: <https://par.nsf.gov/servlets/purl/10152060>.

## Grants, Awards & Honors

- 2024 **Block Center for Technology and Society** with Ken Holstein, Tzu-Sheng Kuo & Haiyi Zhu. \$65,000 awarded for *PolicyCraft: Supporting Better Collaborative Policy Design through Case-Grounded Deliberation*.
- 2022 **National Science Foundation Graduate Research Fellowship**, 3 years support.
- 2020 **Annual R.J. Thomas Outstanding CS Student Award**, \$500  
**Defensive Publication** for *System and Mechanism to Detect Anomalies Across Multiple Disparate Kubernetes Clusters and Hosted in Heterogeneous Clouds*
- 2018-2019 **Clare Boothe Luce Tuition Scholarship**, 1 year tuition support & conference travel allowance
- 2016 **STRONG Research Scholar**, Pre-College research assistanceship with \$2.5k stipend

## Teaching & Mentoring

### Teaching Assistantships

- 2024 **07-120 Intro to Software Construction**, undergraduate course  
*Software and Societal Systems Department, Carnegie Mellon University*  
 Primary grader, held office hours, refined homework and project instructions
- 2022-2023 **05-310 Intro to Human-AI Interactions**, Mixed undergraduate-and-graduate-level course  
*Human Computer Interaction Institute, Carnegie Mellon University*,  
 Office hours, delivered & prepped lectures, (re)developed curriculum & grading rubrics
- 2018-2020 **CS280 Intro to Algorithms**, undergraduate course at Oberlin College  
 OWLS workshops, office hours, grading, 1-on-1 tutoring

### Mentored (Research) Students

- 2025 **Sophia Deng**, Bachelor of Psychology with HCI Minor  
**Emmie Regan & Jose Elizalde**, CMU HCII REU & REUSE students, respectively  
 Students iteratively prototyped gamified interventions for engaging passenger understanding and compassion for rideshare driving conditions
- 2024 **Sijia (Scarlett) Xie**, Master of Integrated Innovation for Products & Services  
**Sajel Surati (PhD student at NYU) & Yeshua Ayala**, CMU REUSE students  
 All 3 students collaborated to iteratively develop GigzGether, tool for cross-platform gig work datasharing [8]
- 2023 **Mialy Rasetarinera (PhD student at UPenn) & Erik Chou**, HCII REU students  
 Recruited 4 domains of gig workers to codesign for collective data-sharing, and subsequently coded, analyzed and reported workshop sessions [7]
- 2022 **Oluwatobi Adisa & Sachi Bafna**, CMU undergrad & masters students  
 Review and synthesize policy & HCI literature on gig work conditions [1]  
**Miranda Karger & Lucas Zagal**, HCII REU students  
 Recruited for, conducted, analyzed and reported on multi-stakeholder co-design sessions [2]

## Teaching & Mentoring (continued)

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2021     **Joselyn Kim**, undergraduate at CMU  
Coded, analyzed and reported interview findings on open source moderation [3]

## Service

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Spring 2025     **Committee Member** of Tenure Faculty Search and PhD Admissions  
*Software and Societal Systems, Carnegie Mellon University*  
**Committee Member** for Student Teaching Awards  
*School of Computer Science, Carnegie Mellon University*

2023     **Subcommittee Chair Assistant** for CHI Interaction Beyond the Individual Subcommittee

2023-2024     **Organizer** for Graduate Application Support Program *with Tzu-Sheng Kuo*

2021-2024     **Organizer** for Women & Non-binary Graduate Student Lunch Series

2021-2023     **Organizer** for DPAC Undergrad Research Engagement Working Group  
**REUSE Admissions Panel**

2020-2024     **Reviewer** for ACM CHI, DIS, CHIWORK, CSCW (3 Special Recognitions at CHI '25)

2023     **Student Volunteer** for ACM CHI, DIS & UIST

## Invited Talks

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Fall 2024     **Guest Lecture** for Engineering Design Class, the Ellis School  
*Co-Designing Futures of Gig Work*

Spring 2024     **Guest Lecture** for Human-AI Interaction, CMU HCII  
*Writing in the Age of LLMs*

Spring 2025     **Speaker** for BostonCHI, Northeastern University  
*Gig2Gether: Datasharing to Empower, Unify and Demystify Gig Work*

## References

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### **Haiyi Zhu (Advisor)**

Associate Professor  
Human Computer Interaction Institute,  
Carnegie Mellon University  
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### **Min Kyung Lee (Collaborator & Committee)**

Assistant Professor  
University of Texas at Austin,  
School of Information  
✉ [minkyung.lee@austin.utexas.edu](mailto:minkyung.lee@austin.utexas.edu)

### **Jodi Forlizzi (Committee Member)**

Herbert A. Simon Professor  
Human Computer Interaction Institute,  
Carnegie Mellon University  
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