

Education

- 2020 – present **Ph.D. Software Engineering, Carnegie Mellon University**
Thesis: *Empowering & Collectivizing Gig Workers: Integrative Design of Technology & Policy to Support Platform-based Labor*
Committee: Haiyi Zhu (chair), Min Kyung Lee, Sarah Scheffler, Jodi Forlizzi
- 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

- 2020-present **Carnegie Mellon University** Research Assistant
Advised by Haiyi Zhu
Understanding Successful Communication Strategies in Freelancing [4]
Multi-Stakeholder Codesign of Individualized Policy & Tech Interventions [1, 2]
Data-sharing for Cross-Platform Peer Support & Policy Formulations [7, 8]
- 2021-2022 **Upwork** Data Science Consultant
Supervised by Sibo 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 **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.
- 2 **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.
- 3 **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.

- 4 **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.
- 5 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.
- 6 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 in Submission

- 7 Jane Hsieh*, Angie Zhang*, Mialy Rasetarinera, Erik Chou, Daniel Ngo, Karen Lightman, Min Kyung Lee, and Haiyi Zhu (CSCW 2025). *Supporting Gig Worker Needs and Advancing Policy Through Worker-Centered Data-Sharing*.  DOI: 10.48550/arXiv.2412.02973.
- 8 Jane Hsieh*, Angie Zhang*, Sajel Surati†, Sijia Xie†, Yeshua Ayala, Nithila Sathiya, Karen Lightman, Tzu-sheng Kuo, Min Kyung Lee, and Haiyi Zhu (CHI 2025). *Gig2Gether: Datasharing to Empower, Unify and Demystify Gig Work*.

Lightly Reviewed Publications

- 9 **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.
- 10 **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.
- 11 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 , \$65,000 grant awarded for <i>PolicyCraft: Supporting Better Collaborative Policy Design through Case-Grounded Deliberation</i> . with Ken Holstein, Tzu-Sheng Kuo & Haiyi Zhu,
2022	National Science Foundation Graduate Research Fellowship , 3 years support.
2020	R.J. Thomas Award , \$500 awarded annually to an outstanding graduating Oberlin CS student Defensive Publication for <i>System and Mechanism to Detect Anomalies Across Multiple Disparate Kubernetes Clusters and Hosted in Heterogeneous Clouds</i>
2018–2019	Clare Boothe Luce Tuition Scholarship , 1 year tuition support

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,
Held office hours, prepared & lectured 2-3 per semester, redesigned curriculum, developed homework rubrics for grader
- 2018-2020 **CS280 Intro to Algorithms**, undergraduate course at Oberlin College
Held OWLS workshops and office hours, graded and tutored several students 1-on-1

Mentored (Research) Students

- 2024 **Sijia (Scarlett) Xie**, Master of Integrated Innovation for Products & Services
Sajel Surati & Yeshua Ayala, CMU REUSE students
All 3 students collaborated to iteratively develop GigzGether, tool for cross-platform gig work datasharing [8]
- 2023 **Mialy Rasetarinera & 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**, undergrad & Masters CMU students (respectively)
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]
- 2021 **Joselyn Kim**, undergraduate at CMU
Code, analyzed and wrote up interview findings on open source moderation [3]

Service

- Spring 2025 **Committee Member** of Tenure Faculty Search and PhD Admissions
Software and Societal Systems, Carnegie Mellon University
- 2023 **Subcommittee Chair Assistant** for CHI Interaction Beyond the Individual Subcommittee
- 2021-2023 **Organizer** for Graduate Application Support Program *with Tzu-Sheng Kuo*
- 2023-2024 **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 CHI '25)
- 2023 **Student Volunteer** for ACM CHI, DIS & UIST

References

Haiyi Zhu

Professor

Human Computer Interaction Institute,
Carnegie Mellon University

✉ haiyiz@cs.cmu.edu

Laura Dabbish

Professor

Human Computer Interaction Institute,
Carnegie Mellon University

✉ dabbish@cs.cmu.edu

Min Kyung Lee

Professor

University of Texas at Austin,
School of Information

✉ minkyung.lee@austin.utexas.edu

Motahhare Eslami

Professor

Human Computer Interaction Institute,
Carnegie Mellon University

✉ meslami@cs.cmu.edu