

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. in 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

- 2020-2025 **Carnegie Mellon University** Doctoral Research Assistant
Advised by Haiyi Zhu
Understanding Worker Strategies & Rationales [7, 12]
Multi-Stakeholder Codesign of Individualized Policy & Tech Interventions [4, 5]
Data-sharing for Cross-Platform Peer Support & Policy Formulations [2, 11, 14]
- 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** (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: 10.1145/3746059.3747710.
- 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: *Proceedings of the 2025 CHI Conference on Human Factors in Computing Systems*. 🏆 **Best Paper Honorable Mention Award**. 📄 DOI: 10.1145/3706598.371439.
- 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: *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 (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. 🔗 DOI: 10.1145/3596671.3598576.
- 5 **Jane Hsieh**, Miranda Karger, Lucas Zagal, and Haiyi Zhu (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. 🔗 DOI: 10.1145/3563657.3595982.
- 6 **Jane Hsieh**, Joselyn Kim, Laura Dabbish, and Haiyi Zhu (2023). “‘Nip it in the Bud’: Moderation Strategies in Open Source Software Projects and the Role of Bots”. In: *Proceedings of the ACM on Human-Computer Interaction*. CSCW ’23. 🔗 DOI: 10.1145/3610092.
- 7 **Jane Hsieh**, Yili Hong, Gordon Burtch, and Haiyi Zhu (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*. 🔗 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*. 🔗 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**. 🔗 DOI: 10.1145/3332165.3347908.

Manuscripts under Submission/Revision

- 10 **Jane Hsieh**, Emmie Regan, Jose Elizalde, and Haiyi Zhu (Revise & Resubmit @ 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 (Under revision). *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 (Under revision for submission to CHIWORK ’26). *Understanding, Demystifying and Challenging Perceptions of Gig Worker Vulnerabilities*. 🔗 DOI: 10.48550/arXiv.2511.00273.
- 13 Zahra Abba Omar, Nadia Nahar, Jacob Tjaden, Inès Gilles, Fikir Mekonnen, Erica Okeh, **Jane Hsieh**, and Christian Kästner (Under revision). *Beyond SHAP and Anchors: A large-scale experiment on how developers struggle to design meaningful end-user explanations*. 🔗 DOI: 10.48550/arXiv.2503.15512.
- 14 Cindy Peng, Alice Qian, Linghao Jin, Jieneng Chen, Evans Xu Han, Paul Pu Liang, Hong Shen, Haiyi Zhu, and **Jane Hsieh** (Under revision for submission to DIS ’26). *Exploring Opportunities to Support Novice Visual Artists’ Inspiration and Ideation with Generative AI*. 🔗 DOI: 10.48550/arXiv:2509.24167.

Lightly Reviewed Publication & Workshops

- 15 **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.

- 16 **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.
- 17 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 (Now PhD student at NYU) & Yeshua Ayala, CMU REUSE students
 All 3 students collaborated to develop Gig2Gether tool for cross-platform gig data-sharing [2]
Jacob Tjaden, CMU REUSE student co-mentored with Nadia Nahar
- 2023 **Mialy Rasetarinera (Now PhD student at UPenn) & Erik Chou**, HCII REU students
 Recruited workers & conducted co-design for collective worker data-sharing [11]
- 2022 **Oluwatobi Adisa & Sachi Bafna**, CMU undergrad & masters students
 Review and synthesize policy & HCI literature on gig work conditions [4]
Miranda Karger & Lucas Zagal, HCII REU students
 Recruited for, conducted, analyzed and reported on multi-stakeholder co-design sessions [5]

Teaching & Mentoring (continued)

2021 **Joselyn Kim**, undergraduate at CMU
Coded, analyzed and reported interview findings on open source moderation [6]

Service

Fall 2025 **Associate Chair** for ACM Conference on Human Factors in Computing Systems (CHI)
Interaction Beyond the Individual Subcommittee

Spring 2025 **Committee Member** of Tenure Faculty Search and PhD Admissions
Software and Societal Systems, Carnegie Mellon University

Spring 2025 **Committee Member** for Student Teaching Awards
School of Computer Science, Carnegie Mellon University

Fall 2023 **Subcommittee Chair Assistant** for ACM CHI Conference
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

2021-2025 **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

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

Haiyi Zhu (Advisor)

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Michael Hilton (Supervisor)

Full Teaching Professor &
Associate Department Head for Education
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