

# Jiaying "Lizzy" Liu

Ph.D. candidate

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## Research Focus

My work is motivated by the pursuit of *social justice* and *human flourishing*. My research contributes to **human-centered AI** and **social computing**, focusing on equitable health communication and mental wellbeing for vulnerable communities. I employ computational, qualitative, and co-design methodologies to understand real-life health behavior changes; and design responsible AI systems to strengthen meaningful human connections.

**Keywords:** Human-centered AI, ethics, Mental health, Emotion AI, Computational social science, Video platforms, Multimodal LLMs, Health behavior, Trust, Credibility, Emotional support

**Methods:** Quantitative, Natural language processing, Statistical modeling, Machine learning; Qualitative, Interview, Grounded theory; Participatory design

## Education

### University of Texas at Austin

Ph.D. of Information Science

Austin, TX, USA

2021 - 2026 (Expected)

- Committee: Dr. Yan Zhang (Chair), Dr. Soo Young Rieh, Dr. Jacek Gwizdka, Dr. Kaitlin Costello
- Dissertation: "AI for Human Connections: Designing AI-facilitated Mental Health Peer Connection and Support"

### Peking University

B.S. Management Information System & B.S. Economics

Beijing, China

2017 - 2021

## Awards and Honors

### Research & Paper Awards

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|------|---|
| 2024 | Best Paper Award, ASIS&T SIG-HLTH, Calgary, CAN                             |
|      | Best Paper Award, ASIS&T SIG USE, Calgary, CAN                              |
|      | Best PhD Project Award Honorable Mention, IEEE ICHI 2024, Orlando, FL, USA  |
| 2023 | Professional Development Award, UT Austin Austin, TX, USA                   |
| 2021 | William and Margaret Kilgarlin Endowed Scholarship ( \$48,933), Austin, USA |

### Scholarships & Honors

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|------|---|
| 2024 | Student Engagement Award, ASIS&T SIG Information Education & Policy, Calgary, CAN |
|      | Annual Travel Award, ASIS&T Midwest Chapter, Calgary, CAN                         |
|      | Student Travel Grant, IEEE ICHI 2024, Orlando, FL, USA                            |
| 2023 | University Summer Graduate Scholarship, UT Austin, Austin, TX, USA                |
|      | Student Travel Grant, Information Retrieval (ACM SIGIR), Austin, TX, USA          |
| 2020 | Merit Student and Scholarship, Peking University (Top 10%), Beijing, China        |
|      | Excellent Social Service Leader, Peking University (Top 5%), Beijing, China       |

## Funding and Grants

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| 2025 | <b>Oxford Internet Institute – UC Berkeley School of Information Summer Doctoral Program</b><br>\$2,500; <i>Berkeley Center for New Media</i> , Doctoral Dissertation Proposal Scholarship.  |
| 2024 | <b>Sociotechnological Ecosystem for Mental Health -University Graduate Continuing Fellowship</b><br>\$52,000; <i>UT Austin Graduate School</i> ; Doctoral Dissertation Fellowship.   |
| 2024 | <b>National Leadership Grants -Libraries</b><br>\$150,000; <i>The Institute of Museum and Library Services</i> ; Libraries as Community Hubs for Mental Health.<br>Contributed to grant ideation with the PhD advisor, Dr. Yan Zhang, as PI. |

## Presentations

Jul 15, 2025. **Berkeley School of Information**

"Untangling the Role of Visual Rhetoric on Engagement Disparities in Video-Sharing Platforms"

Aug 14, 2025. **Stanford Summer Institutes in Computational Social Science**

"Towards Theory-Informed LLM-Assisted Computational Analysis of Social Media Videos"

## Publications

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### Under Review/ In Progress

[J.09] Jiaying "Lizzy" Liu, Yunlong Wang, Allen Jue<sup>†</sup>, Yao Lyu, Yiheng Su<sup>†</sup>, Shuo Niu, Nathan TeBlunthuis, and Yan Zhang. 2025. **Decoding Visual Storytelling in Mental Health Narratives: Aesthetics, Disparity, and Peer Support in YouTube Vlogs.** *Social Media + Society*. (under review, [preprint])<sup>1</sup>

[J.08] Jiaying "Lizzy" Liu, Yongjie Sha<sup>†</sup>, Yan Zhang. **A Review of Theories and Models Applied in Studies about Mental Health Help-Seeking Behaviors and Implications for Future Research.** *Health Informatics Journal*. (under review, [preprint])

[J.07] Emma S. Gueorguieva, Jina Suh, Hongli Zhan, Jiaying "Lizzy" Liu, Katie Yan, Javier Hernandez, Tatiana Lau, J. Jessy Li, Desmond C. Ong. **AI-Generated Empathy is Homogenous.** (working draft to Nature Human Behavior)

### Journal Paper

[J.06] Jiaying "Lizzy" Liu, Shuer Zhuo<sup>†</sup>, Xingyu Li<sup>†</sup>, Noura Howell, Angela Smith, Andrew Dillon, Yan Zhang. 2025. **From Regulation to Support: Centering Humans in Technology-Mediated Emotion Intervention in Care Contexts.** *Proc. ACM Hum.-Comput. Interact (CSCW)*<sup>2</sup>. 9, 7, Article 424, 32 pages. To appear. [pdf]

[J.05] Jiaying "Lizzy" Liu, Yan Zhang. 2025. **"When I lost it, they dragged me out": How Care Encounters Empower Marginalized Young Adults' Aspiration and Mental Health Care-Seeking.** *Proc. ACM Hum.-Comput. Interact (CSCW)*. 9, 7, Article 258, 25 pages. To appear. [pdf].

[J.04] Jiaying "Lizzy" Liu, Sierrah Bessler, Yan Zhang, Midori McKay Komi, Annie T. Chen. 2025. **Changes of Information Needs and Emotions During COVID-19: A Longitudinal View.** *Library & Information Science Research (LISR)*. 2025 Jul 1;47(3):101367. [pdf]

[J.03] Katie Trainum, Jiaying Liu, Elliott Hauser, and Bo Xie. 2024. **Nursing Staff's Perspectives of Care Robots for Assisted Living Facilities: Systematic Literature Review.** *Journal of Medical Internet Research (JMIR Aging)*, 2024;7:e58629. [pdf]

[J.02] Jiaying Liu and Yan Zhang. 2024. **Modeling Health Video Consumption Behaviors on Social Media: Activities, Challenges, and Characteristics.** *Proc. ACM Hum.-Comput. Interact CSCW*. 8, Article 208, 28 pages. <https://doi.org/10.1145/3653699>. [pdf]

[J.01] Yan Zhang, Jiaying Liu, Shijie Song. 2023. **The Design and Evaluation of a Nudge-based Interface to Facilitate Consumers' Evaluation of Online Health Information Credibility.** *Journal of the Association for Information Science and Technology (JASIS&T)*, 74(7), 828– 845. [pdf]

### Peer-reviewed Conference Paper

[C.05] Jiaying "Lizzy" Liu, Yiheng Su<sup>†</sup>, and Praneel Seth<sup>†</sup>. 2025. **From Pixels to Concepts: How AI interprets Visual Concepts in Social Media Videos? A Case Study of Mental Health YouTube Shorts.** In *Association for Information Science & Technology Annual Meeting (ASIS&T' 25)*, November 14-18, 2025, Washington DC, USA, 10 pages.

[C.04] Jiaying "Lizzy" Liu, Yan Zhang. 2024. **Video-Mediated Emotion Disclosure: Expressions of Fear, Sadness, and Joy by People with Schizophrenia on YouTube.** In *Association for Information Science & Technology Annual Meeting (ASIS&T' 25)*, November 14-18, 2025, Washington DC, USA, 10 pages. [pdf]

[C.03] 🏆 Jiaying Liu, Yan Zhang. 2024. **Exploring Young Adults' Mental Health Help-Seeking Journey: Preliminary Findings on Resource Navigation Behavior.** In *Association for Information Science & Technology Annual Meeting (ASIS&T' 24)*, October 25-29, 2024, Calgary, Alberta, Canada, 4 pages. [pdf] **[Best Paper Award by SIG USE & HLTH]**

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<sup>1</sup>† Undergraduate or graduate student collaborator

<sup>2</sup>The Conference on Computer-Supported Cooperative Work (CSCW) transitioned to a journal publication model as part of the Proceedings of the ACM on Human Computer Interaction in 2017.

[C.02] Jiaying Liu, Chang Liu, Yan lv, Bingxuan Li. 2023. "Ad blindness"? Not for all searchers! Investigation of "Not Ad blind" Searchers' Perception and Interactions towards Search Engine Ads in health-related tasks. In *Annual Meeting of the Association for Information Science and Technology Asia Chapter (ASIS&T-AP' 23)*, Dec 23, 2023, Beijing, China.

[C.01] Jiaying Liu, Yan Zhang, Yeolib Kim. 2023. **Consumer Health Information Quality, Credibility, and Trust: An Analysis of Definitions, Measures, and Conceptual Dimensions**. In *ACM SIGIR Conference on Human Information Interaction and Retrieval (CHIIR' 23)*, March 19–23, 2023, Austin, TX, USA. ACM, 14 pages.

### Peer-reviewed Posters, Extended Abstracts, & Workshops

[DC.09] Jiaying "Lizzy" Liu. **Designing Identity-Affirming Generative AI for Visual Emotional Expression: Empowering Marginalized Young Adults**. *CSCW Doctoral Consortium 2025*. To appear.

[Workshop.08] JaeWon Kim, Jiaying "Lizzy" Liu, Cassidy Pyle, Sowmya Somanath, Lindsay Popowski, Hua Shen, Casey Fiesler, Gillian R Hayes, Alexis Hiniker, Wendy Ju, Florian 'Floyd' Muller, Ahmer Arif, Yasmine Kotturi. **Design for Hope: Cultivating Deliberate Hope in the Face of Complex Societal Challenges**. *CSCW25 Workshop*. To appear. [pdf]

[P.07] Zihan Gao, Jiaying "Lizzy" Liu, Yifei Xu, Jacob Thebault-Spieker. **From Clips to Communities: Fusing Social Video into Knowledge Graphs for Localness-Aware LLMs**. *CSCW Companion' 25*. To appear.

[P.06] Shuer Zhuo<sup>†</sup>, Jiaying "Lizzy" Liu. **Digital Boundaries of Time: Exploring How Calendar App Designs Mediate Time Perceptions and Boundary Management**. *CSCW Companion' 25*. To appear.

[P.05] Jiaying "Lizzy" Liu\*, Yiheng Su\*<sup>†</sup>, and Praneel Seth<sup>†</sup>. 2025. **Can Large Language Models Grasp Concepts in Visual Content? A Case Study on YouTube Shorts about Depression**. In *Extended Abstracts of the CHI Conference on Human Factors in Computing Systems (CHI EA '25)*, April 26- May 1, 2025, Yokohama, Japan. ACM, New York, NY, USA, 11 pages. <https://doi.org/10.1145/3706599>. [pdf]<sup>3</sup>

[P.04] Jiaying "Lizzy" Liu\*, Yunlong Wang\*, Yao Lyu, Yiheng Su<sup>†</sup>, Shuo Niu, Xuhai "Orson" Xu, and Yan Zhang. 2024. **Harnessing LLMs for Automated Video Content Analysis: An Exploratory Workflow of Short Videos on Depression**. In *Companion of the 2024 Computer-Supported Cooperative Work and Social Computing (CSCW Companion' 24)*, November 9–13, 2024, San Jose, Costa Rica. ACM, New York, NY, USA, 7 pages. [pdf]

[DC.03] 🏆 Jiaying Liu, Shijie Song, Yan Zhang. **Implications of a Real-Time Assistive Tool for Online Health Information Credibility Evaluation**. In *IEEE International Conference of Health Informatics (ICHI' 24)*. Doctoral Consortium, Orlando, FL, USA. [**Best PhD Project Honorable**]

[P.02] Katie Trainum, Jiaying Liu, Elliott Hauser, and Bo Xie. 2024. **Nursing Staff's Attitudes, Needs, and Preferences for Care Robots in Assisted Living Facilities: A Systematic Literature Review**. In *Companion of the 2024 ACM/IEEE International Conference on Human-Robot Interaction (HRI' 24 Companion)*, March 11–14, 2024, Boulder, CO, USA. ACM, New York, NY, USA, 5 pages. [pdf]

[P.01] 🏆 Jiaying Liu, Shijie Song, Yan Zhang. 2021. **Linguistic Features and Consumer Credibility Judgment of Online Health Information**. *iConference' 21*. [**Best Poster Honorable Mention**]

## Professional Experiences

### Embed Contextualized Empathy in LLM-Powered Chatbots

Research Associate, Computational Affective and Social Cognition Lab, UT Austin

Drs. Desmond Ong & Jessy Li

Sep 2024 – (ongoing)

We aim to explore how to provide empathy to the end users through guided LLM responses and explore the potential for **empathetic chatbots** for the online coordination of peer support groups.

### Long-Term Autonomous Deployments of Community-Embedded Robotics

Research Assistant, Living and Working with Robots, Good System, UT Austin

Dr. Prof. Elliott Hauser

Sep 2022 – May 2024

This is a multiyear project funded by NSF, aiming to **embed social robots in a university community** and investigate the societal perceptions and influences of robots.

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<sup>3\*</sup> Equal contribution

We designed a food tracking APP using **participatory design** and **iterative three-stage prototyping process** to maximize the learning efficacy of nutrition knowledge.

## Teaching

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2025	<b>Teaching Assistant</b> , I302 Academic Success in the Digital University (Core course, <b>100</b> students), UT Austin
2024	<b>Teaching Assistant</b> , I301 Introduction to Informatics (Core course, <b>30+</b> students), UT Austin
2023	<b>Teaching Assistant</b> , I301 Introduction to Informatics (Core course, <b>20+</b> students), UT Austin
2020	<b>Python Lab Instructor</b> , Information Management (Core course, <b>70+</b> students), Peking University

## Mentoring

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2025	<b>Undergraduates</b> , a team of 4 students, iRise Undergrad Research Program, UT Austin; student-led project targeting conference publications <b>Graduate student</b> , Shuer Zhuo, UT Austin; 1 first-author and 1 second-author publication
2024	<b>Undergraduates</b> , Allen Jue and Praneel Seth, UT Austin; both of them contributed to publications <b>Graduate students</b> , Yihang Su and Xingyu Li, UT Austin; they contributed to/ led publications
2023	<b>Muhe Mental Health Support Group</b> , 2 anonymous students, UT Austin
2022	<b>Undergraduates</b> , Yaning Zhu, Shelby Devin, Olivia Frolichstein, and Anabiya Momin, UT Austin

## Leadership/Service

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2025	<b>Committee Member</b> , Northeastern ASIS&T Awards Committee, ASIS&T Regional Chapter <b>PhD Representative</b> , Research Community Committee, School of Information, UT Austin
2024	<b>PhD Representative</b> , Undergraduate Study Committee, School of Information, UT Austin
2024	<b>PhD Representative</b> , AI Showcase Planning, School of Information, UT Austin
2023	<b>Health Graduate Student Agency Director</b> , <b>Graduate Student Assembly Leadership</b> , UT Austin <b>Administrative Committee Member</b> , Graduate School, UT Austin
2022	<b>PhD Representative</b> , Doctoral Committee, School of Information, UT Austin
2018	<b>University Research and Action Agency</b> , <b>Student Council</b> , Peking University, China

## Review

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**Associate Chair** CSCW 25 Poster, CSCW 24 Poster, IEEE ICHI 24 Paper in human factors track

### Reviewer

2026: CSCW 26, CHI 26

2025: CSCW 25, CHI 25, ASIS&T 25; The Electronic Library (Emerald), Frontiers in Digital Health - Digital Mental Health

2024: CHI 24, CSCW 24, iConference 24, CHIIR 24, International Journal of Human-Computer Interaction (IJHCI);

2023: CHIIR 23; 2022: CHIIR 22

## Reference

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**Dr. Yan Zhang (doctoral advisor)** Professor, School of Information; Center for Health Communication, Moody College of Communication & Dell Medical School, University of Texas at Austin; yanz@utexas.edu

**Dr. Soo Young Rieh (doctoral committee member)** Professor, School of Information; Interim Dean; Brook E. Sheldon Professor of Management and Leadership, University of Texas at Austin; rieh@ischool.utexas.edu

**Dr. Andrew Dillon (collaborator)** Professor, School of Information; former Dean; V.M. Daniel Regents Professor, University of Texas at Austin; adillon@ischool.utexas.edu

**Dr. Stephen Slota (teaching assistant supervisor)** Assistant Professor, School of Information, University of Texas at Austin; stephen.slota@austin.utexas.edu