

Jiaying "Lizzy" Liu

Ph.D. candidate

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Research Focus

Drawing on theories from science and technology studies, psychology, and media studies, I examine how digital technologies intersect with social, cultural, and identity-related factors to shape health behaviors both online and offline. Through co-design with vulnerable communities, I design responsible AI systems that support authentic emotional expression and cultivate meaningful peer support networks.

Keywords: Human-Centered AI, Health Communication, Computational Social Science, AI for Development, Mental Wellbeing, Participatory Design, Video-based Social Media, AI-Assisted Video Analysis

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

Peking University

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

Beijing, China

2017 - 2021

Selected Publications

Under Review

[J.09] Jiaying "Lizzy" Liu, Yunlong Wang, Allen Jue[†], Yao Lyu, Yiheng Su[†], Shuo Niu, Nathan TeBlunthuis, and Yan Zhang. 2025. **AI-Supported Multimodal Analysis of Visual Rhetoric in Mental Health Narratives: Aesthetics, Disparity, and Peer Support in YouTube Vlogs.** *Computers in Human Behavior*. (under review, [preprint])¹

[J.08] Jiaying "Lizzy" Liu, Yongjie Sha[†], 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.** *Nature Human Behavior*. (in progress)

Journal Paper

[J.06] Jiaying "Lizzy" Liu, Shuer Zhuo, Xingyu Li, Noura Howell, Angela Smith, Andrew Dillon, Yan Zhang. 2025. **From Regulation to Support: Centering Humans in Technology-Mediated Emotion Intervention in Care Contexts.** *CSCW25*. 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.** *CSCW25*. 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.** *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.* 8, *CSCWI*, Article 208 (April 2024), 28 pages. <https://doi.org/10.1145/3653699>. [pdf]

¹† Undergraduate or graduate student collaborator

[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[†], and Praneel Seth[†]. 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: A Study of Mental Health Vlogging 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**]

[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**. Annual Meeting of the Association for Information Science and Technology Asia Chapter 2023 Regional Meeting (*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, New York, NY, USA, 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 DC 2025*

[W.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. [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*

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

[P.05] Jiaying "Lizzy" Liu*, Yiheng Su*[†], and Praneel Seth[†]. 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]²

[P.04] Jiaying "Lizzy" Liu*, Yunlong Wang*, Yao Lyu, Yiheng Su[†], 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]

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

²* Equal contribution

[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
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.

Drs. Desmond Ong & Jessie Li
Sep 2024 – (ongoing)
- Long-Term Autonomous Deployments of Community-Embedded Robotics**
Research Assistant, Living and Working with Robots, Good System, UT Austin
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.

Dr. Prof. Elliott Hauser
Sep 2022 – May 2024
- Designing for Learning: A Food and Nutrition Self-Tracking Mobile App**
Undergraduate Research Assistant, National University of Singapore, Remote
We designed a food tracking APP using **participatory design** and **iterative three-stage prototyping process** to maximize the learning efficacy of nutrition knowledge.

Dr. Brian Y. Lim
Nov 2020 – Dec 2021

Funding and Grants _____

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| 2025 | Oxford Internet Institute – UC Berkeley School of Information Summer Doctoral Program
\$2,500, Doctoral Dissertation Proposal Scholarship. |
| 2024 | Sociotechnological Ecosystem for Mental Health -University Graduate Continuing Fellowship
\$52,000, Doctoral Dissertation Fellowship. |
| 2024 | National Leadership Grants -Libraries
\$150,000, Libraries as Community Hubs for Mental Health. Contributed to grant ideation with the PhD advisor 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"*

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
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Teaching

2025	Discussion Leader , I302 Academic Success in the Digital University (Core course, 25 students), UT Austin
2024	Discussion Leader , I301 Introduction to Informatics (Core course, 30+ students), UT Austin
2023	Discussion Leader , I301 Introduction to Informatics (Core course, 20+ students), UT Austin
2020	Teaching Assistant , Information Management (Core course, 70+ students), Peking University

Mentoring

2025	Undergraduates , 2 students, UT Austin
2024	Undergraduates , Allen Jue and Praneel Seth; Graduate students , Sam Su and Yongjie Sha, UT Austin
2023	Muhe Mental Health Support Group , 2 anonymous students, UT Austin
2022	Undergraduates , Yaning Zhu, Shelby Devin, Olivia Frolichstein, and Anabiya Momin, UT Austin

Leadership/Service

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

Review

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

Reviewer

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

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

Dr. Elliott Hauser (mentor & collaborator) Assistant Professor, co-founder of coding education company Trinket; School of Information, University of Texas at Austin; eah13@utexas.edu; eah13@utexas.edu.