

# Joey Chiao-Yin Hsiao

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## RESEARCH INTEREST

My research interests are Human-Computer Interaction (HCI), Computer-Supported Cooperative Work (CSCW), and Social Computing. I employ qualitative and quantitative research methods to investigate socio-technical factors that affect newcomer's online trust in local P2P transactions.

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## EDUCATION

University of Michigan	Ann Arbor, MI, USA
<b>Ph.D in Information</b>	09/2015 – 04/2021 (anticipated)
Advisor: Dr. Tawanna R. Dillahunt	
National Taiwan University	Taipei, Taiwan
<b>M.S. in Computer Science</b>	09/2010 – 06/2013
Advisor: Dr. Jane Yung-Jen Hsu	
Carnegie Mellon University (Silicon Valley Campus)	Moffett Field, CA, USA
<b>Visiting Student</b>	07/2012 – 09/2012
Advisor: Dr. Ted Selker	
National Taiwan University	Taipei, Taiwan
<b>B.S. in Computer Science</b>	09/2006 – 06/2010

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## PROFESSIONAL EXPERIENCE

UX Research & Consumer Insights Team, Verizon Media	Academic Collaboration Program, USA
<b>Academic Research Collaborator</b>	09/2020 - Present
Extending the internship project by finishing up the project and organizing the results as an academic article (Research Manager: Frank Bentley)	
Social Innovations Group, School of Information, Univ. of Michigan	Ann Arbor, MI, USA
<b>Graduate Student Research Assistant</b>	09/2015 – present
Lead research projects of the Social Innovations Group (SIG), which are focused on designing technologies to help low-resourced populations seek employment and education (Advisor: Dr. Tawanna R. Dillahunt)	
UX Research & Consumer Insights Team, Verizon Media	Internship (Virtual), USA
<b>UX Research Intern</b>	06/2020 - 08/2020
Led a project on exploring email-inspired information needs by conducting a series of studies, which included a two-week diary study, semi-structured interviews, and multiple online surveys (Research Manager: Frank Bentley)	
UX Team, Intel-NTU IoX Center	Taipei, Taiwan
<b>Research Assistant</b>	07/2014 – 07/2015
Carried out research on user experience and natural user interface under smart environment as the only M.S. member in the team (Advisor: Dr. Bing-Yu Chen)	
<b>Workshop Organizer</b>	03/2015 – 05/2015
Organized the collaborative workshop on design thinking of Stanford d.school and National Taiwan University IoX Center	
Collaborative & Social Computing Lab, Dept. CS, Natl. Tsing-Hua Univ.	Hsinchu, Taiwan
<b>Visiting Research Assistant</b>	07/2014 – 07/2015
Led a project on friendsourcing, aiming to understand how social capital works when a SNS user requests resources on her/his own social network (Advisor: Dr. Hao-Chuan Wang)	
Intelligent Agents Lab, Dept. CSIE, Natl. Taiwan Univ.	Taipei, Taiwan
<b>System Administrator</b>	03/2011 – 07/2013
Managed devices and web services for 30+ lab members	

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## PUBLICATIONS

### Peer-Reviewed Journal Articles

- [J1] Hsiao, J. C.-Y. and Dillahunt, T. R. (2018). Technology to Support Immigrant Access to Social Capital and Adaptation to a New Country. *Proceedings of the ACM on Human-Computer Interaction*, Vol. 2, CSCW, Article 70. (acceptance rate: 25.6%).

## PUBLICATIONS (Cont.)

### Peer-Reviewed Conference Proceeding Papers

- [C6] Dillahunt, T. R. and **Hsiao, J. C.-Y.** (2021). SkillsIdentifier: A Tool to Promote Career Identity and Self-efficacy Among Underrepresented Job Seekers. To appear in *Proc. of The Annual Hawaii International Conference on System Sciences (HICSS '21)*.
- [C5] Dillahunt, T. R. and **Hsiao, J. C.-Y.** (2020). Positive Feedback and Self-reflection: Features to Support Self-efficacy among Underrepresented Job Seekers. To appear in *Proc. of The ACM CHI Conference on Human Factors in Computing Systems 2020 (CHI '20)* (acceptance rate: 24.3%).
- [C4] **Hsiao, J. C.-Y.**, Moser, C., Schoenebeck, S., and Dillahunt, T. R. (2018). The Role of Demographics, Trust, Computer Self-efficacy, and Ease of Use in the Sharing Economy. In *Proc. of the 1st ACM SIGCAS Conference on Computing and Sustainable Societies (COMPASS '18)*, Article 37 (Presenter).
- [C3] **Hsiao, J. C.-Y.**, and Dillahunt, T. R. (2017). People-Nearby Applications: How Newcomers Move Their Relationships Offline and Develop Social and Cultural Capital. In *Proc. of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*, 26-40 (acceptance rate: 33%; Presenter).
- [C2] Rajan, R., **Hsiao, J. C.-Y.**, Lahoti, D., and Selker, T. (2013). “Roger that!” - The Value of Adding Social Feedback in Audio-mediated Communications. In *Proc. of IFIP TC.13 International Conference on Human-Computer Interaction 2013 (INTERACT '13)*, 471-488 (acceptance rate: 31%).
- [C1] Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., Hu, J.-C., Liang, R.-H., and Hsu, Y.-J. (2013). Designing a Reminiscence Aid in Personal Soundscape. In *Proc. of International Association of Societies of Design Research 2013 (IASDR '13)*, 5150-5160.

### Posters, Workshop Papers, and Presentations

- [P8] **Hsiao, J. C.-Y.** (2019) Fostering Immigrants' Trust in Online Local Social Exchange. Presented at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*, Doctoral Consortium (Presenter).
- [P7] Haimson, O. L., Semaan, B., Dym, B., **Hsiao, J. C.-Y.**, Herron, D., and Moncur, W. (2019) Life Transitions and Social Technologies: Research and Design for Times of Life Change. Workshop at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*.
- [P6] **Hsiao, J. C.-Y.**, Dillahunt, T. R. (2017) Detecting Life Changes: Increasing Opportunities to Benefit from People-Nearby Applications. In *Proc. of The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2017 (CHI EA '17)*, 1700 - 1707 (Presenter).
- [P5] **Hsiao, J. C.-Y.**, Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015) Let's Solve It Together: Introducing Crowd Workers to Friendsourcing for Improving Creative Design. Presented at *The Taiwan Computer-Human Interaction Workshop 2015 (Tai-CHI '15)* (Presenter).
- [P4] **Hsiao, J. C.-Y.**, Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015). The Price of the Priceless: Understanding Estimated Costs of Work in Friendsourcing. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2015 (CHI EA '15)*, 1893-1898 (Presenter).
- [P3] Tsai, W.-C., Lee, H.-C., **Hsiao, J. C.-Y.**, Liang, R.-H., and Hsu, Y.-J. (2013). Framing Design of Reminiscence Aids with Transactive Memory Theory. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2013 (CHI EA '13)*, 331-336.
- [P2] Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., and Hsu, Y.-J. (2012). In Search of Lost Sounds: Designing a Reminiscence Aid in Everyday Soundscape. Presented at *The ACM conference on Designing Interactive Systems 2012 (DIS '12)*.
- [P1] **Hsiao, J. C.-Y.**, Jih, W.-R., and Hsu, Y.-J. (2012). Recognizing Continuous Social Engagement Level in Dyadic Conversation by Using Turn-taking and Speech Emotion Patterns. Presented at *AAAI '12 Activity Context Representation Workshop (ACR '12)* (Presenter).

### Unpublished Theses and Research Reports

- [U3] **Hsiao, J. C.-Y.** (2018). Social Network Matters: Opportunities for Technologies to Support Immigrants' Jobseeking. *Field Prelim*, School of Information, Univ. of Michigan.

## Unpublished Theses and Research Reports (Cont.)

[U2] Hsiao, J. C.-Y. (2017). Can People-Nearby Applications Benefit Newly-Arrived Immigrants? An Exploratory Study. *Pre-candidacy research paper*, School of Information, Univ. of Michigan.

[U1] Hsiao, J. C.-Y. (2012). Assessing Engagement in Conversation by Hierarchically Decomposing Emotion and Interaction. *Master's Thesis*, Dept. of Computer Science and Information Engineering (CSIE), Natl. Taiwan Univ.

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## RECENT PROJECTS

Designing Social Technologies to Support Newly Arrived Immigrants' Adaptation

**Research Leader**

Summer 2016 - Present

Exploring socio-technical factors that affect recent immigrants' engagement in using social applications to interact with ethnically mixed user communities, and designing technology interventions that address these factors.

Designing Next-Generational Employment Tools for Underserved Job Seekers

**Research Leader**

Fall 2018 - Present

Designing, deploying, and investigating novel employment tools' influences on resource-constrained job seekers' job search.

Exploring Information Needs Inspired by Email

**Research Leader**

Summer 2020

Exploring the information-seeking behaviors that are inspired by email content and contextual factors that associated with these information needs.

Investigating Factors Influencing Participation in the Sharing Economy

**Research Assistant**

Fall 2017 - Spring 2018

Examining the effects of online trust, demographics, and digital literacy on people's participating in the digital sharing economy.

Discovering People-Nearby Applications' Potential Benefits for People who Face Life Transitions

**Research Leader**

Fall 2015 - Spring 2016

Studying how people who are new to an area use people-nearby applications' (PNAs) to develop social capital and what are the concerns associated to their use.

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## HONOR

Graham Sustainability Institute, University of Michigan

Ann Arbor, MI, USA

**Dow Sustainability Doctoral Fellowship**

2020

Was granted \$15,000 for research on designing social technologies to support immigrants' adaptation and local communities' sustainability; Only ten UM doctoral candidates were granted with the fellowship.

University of Michigan

Ann Arbor, MI, USA

**Rackham Pre-candidate Research Grant**

2016

Was granted \$1,500 for conducting research on the project that explores immigrants' social technology use for adaptation.

Dept. CSIE, Natl. Taiwan Univ.

Taipei, Taiwan

**Graduation Representative**

2012

Was chosen as the recognized master's student for leadership and active participation in student affairs of the department

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## PROFESSIONAL SERVICES

**Professional Events & Activities**

*ACM MobileHCI 2019*

09/2017 – 10/2019

Student Volunteer Chair

*Taiwan CHI 2015*

01/2015 – 07/2015

Organizing Committee

*OpenHCI Workshop 2014 (student-organized workshop on HCI in Taiwan)*

01/2014 – 07/2014

Steering Committee

*OpenHCI Workshop 2013*

01/2013 – 07/2013

Program Chair

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## PROFESSIONAL SERVICES (Cont.)

### Social Events & Activities

<i>OpenHCI Workshop 2011</i> Registration and Volunteer Chair	01/2011 – 07/2011
<i>Univ. of Michigan, School of Information</i> Doctoral Committee - Student Representative	08/2018 - 07/2019
<i>First Taiwan Night at CSCW</i> Organizing Committee	2019
<i>Annual Taiwan Night at CHI</i> Organizing Committee	2015 - 2018

### Mandatory Military Service

Taiwan

#### Company Chief Consultant (Second Lieutenant)

2013 – 2014

Handled psychological consulting, human resources management, and welfare of a military company with 40+ members

### Peer Reviewer

ACM CHI 2017 - 2020; ACM CSCW 2017, 2018, 2020; ACM MobileHCI 2018 & 2019; ACM TEI 2017

### Conference Student Volunteer

ACM CSCW 2018, 2019; ACM COMPASS 2018; ACM CHI 2017

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## TEACHING EXPERIENCE

### Teaching Assistant/Graduate Student Instructor

<i>School of Information, Univ. of Michigan</i> SI-622: Usability Testing Instructor: Prof. Joyojeet Pal	Winter 2018
<i>School of Information, Univ. of Michigan</i> SI-501: Contextual Inquiry Instructor: Prof. Kentaro Toyama	Fall 2017
<i>Dept. CSIE, Natl. Taiwan Univ. &amp;</i> <i>Dept. Design, Natl. Taiwan Univ. of Tech. and Sci.</i> Advanced Human-Computer Interface/User-Oriented Innovation Design Instructor: Prof. Hsien-Hui Tang & Prof. Mike Y. Chen	Spring 2013
<i>Dept. CSIE, Natl. Taiwan Univ.</i> Introduction to Computer Science Instructor: Prof. Jane Yung-Jen Hsu	Fall 2011

### Student Team Coach

<i>OpenHCI Workshop 2011</i>	07/2011
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## SPEAKING ENGAGEMENT

### Invited Speaker

School of Information, Univ. of Michigan  
12/2019

*SI699: Mastery User Experience Research and Design*

### Lightning Speaker

Univ. of Michigan  
10/2018

*iDEI: Talks at the Intersection of Information, Diversity, Equity & Inclusion*