Lu Wang

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Research Statements

2024 | I am interested in user experience research, focusing on applying social science in design and development. My particular interests lie in the intersection of AI ethics and AI-powered healthcare systems, specifically the utilization of large language models in healthcare with ethical considerations.

Work Experience

Research Assistant   *May 2020 - Present*
Drexel University   Philadelphia, US

— Performed extensive literature reviews, meticulously analyzing over 200 papers across various topics such as conversational agents, AI support for caregivers of people living with dementia, and people's perceptions toward bias and related concepts in large language models. Outcomes have been or will be submitted to the CHI conference or TOCHI.
— Conducted mixed methods (quantitative sentiment analysis and qualitative content analysis) to evaluate the GPT-2 and fine-tuned GPT-2 for Problem-Solving Therapy based on 306 therapy session transcripts between informal caregivers of people living with dementia and therapists. The outcome was presented at the Grad Cohort for Women 2021.
— Coded and analyzed interviews of 12 informal caregivers of people living with dementia to understand when technology should or should not support the emotional work engaged in informal caregiving (accepted by CSCW after major revision).
— Applied web crawl methods to investigate the representativeness of "People Also Ask" of Google Web search on the information needs concerning Alzheimer's Disease and related dementias. The outcome was presented as a poster at AMIA 2021.

User Researcher   *July 2018 - Dec. 2018*
NetEase Inc. (NASDAQ: NTES)   Hangzhou, China

— Interviewed more than 33 users in total to gain a comprehensive understanding of their utilization of the NetEase Music App, particularly focusing on music recommendations, music list organization, and scenario-based music. These insights played a crucial role in shaping the iterative improvements of the NetEase Music App.
— Applied a mixed-methods approach to comprehend users' needs and behaviors in utilizing earphones and speakers. This involved the design of questionnaires, analysis of over 4,600 questionnaire responses, and in-depth interviews with 10 users. These findings informed the design and development of the products.
— Developed user personas for game players on the NetEase Music App, including developing questionnaires, analyzing 7,360 responses, and interviewing 16 users.

User Researcher Intern   *July 2017 - Oct. 2017*
Lenovo Research   Beijing, China

— Used R language and Python to analyze customer service dialogue data, labeled the talking techniques used by customers and agents through chat logs to find the most appropriate responses to different user states, and assisted in the design of the Chatbot interaction flow chart. Findings were applied to support the development of Lenovo's chatbot.

User Researcher Intern   *Oct. 2015 - Mar. 2016*
Baidu.com Times Technology (Beijing) Co. Ltd.   Beijing, China

— Conducted telephone interview invitation, interview recording, questionnaire data analysis, and report writing.
— Developed a program to generate syntax of SPSS using C language, which improved the efficiency of data analysis by 200%.

Education

Drexel University   *2020-2025*
PhD of Information Science; Advisor: Dr. Jina Huh-Yoo; Keywords: HCI, Health informatics, AI   Philadelphia, US

Beijing Normal University   *2016-2018*
Master of User Experience; Advisor: Dr. Jian Li; Keywords: Emotion, Machine Learning, Chat-log   Beijing, CN

Beijing Normal University   *2012-2016*
Bachelor of Psychology; Thesis Keywords: Self-depletion, Diary Studies, Hierarchical Linear Model   Beijing, CN

Skills

- Mixed Methods
- Scale Development
- Usability Testing
- A/B Test
- Diary Studies
- Persona
- User Journey Map
- Moodboards
- Storyboards
- User Flow
- Task Analysis
- Wireframes
- Affinity Diagram
- Bibliometric Analysis
- Structural Equation Modeling
- Hierarchical Linear Model
- Factor Analysis
- Data Visualization, R & Python
- Machine Learning (basic)
- Deep Learning (basic)
- Natural Language Processing (basic)