

Diva Smriti

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RESEARCH INTERESTS

Human-Computer Interaction, Computer-Supported Cooperative Work, Health Informatics, Technology for Underrepresented Populations.

EDUCATION

- 2019–2024 (defended) **Ph.D. in Information Science**, Drexel University, Philadelphia, PA
Advisor: Dr. Jina Huh-Yoo | GPA: 3.96/4.00
- 2017–2019 **M. S. in Human-Computer Interaction (HCI)**, University of Maryland, College Park, MD
Advisor: Dr. Eun Kyoung Choe | GPA: 4.00/4.00
- 2011–2015 **B.Des. in Design**, Indian Institute of Technology Guwahati, India | CPI: 7.73/10.00

EMPLOYMENT

- 08/2024–Present **EdPlus at Arizona State University, Scottsdale, AZ**
User Experience Researcher (UXR)
Lead UX Research studies to make education technologies accessible to all students.
- 10/2019–09/2024 **Drexel University, Philadelphia, PA**
HCI Doctoral Researcher
Used qualitative user-centered research methods such as interview, usability testing, diary study, and heuristic evaluation to propose design guidelines for AI to support informal caregivers.
- 09/2023–03/2024 **Vanguard, Philadelphia, PA**
PhD User Experience Researcher (UXR)
Led an end-to-end mixed-methods generative study on underserved populations and an evaluative usability study. Collaborated with Research, Design, Data Analytics, and Product teams.
- 06/2022–09/2022 **Amazon, Seattle, WA**
User Experience Research (UXR) Intern
Conducted a Diversity, Equity, and Inclusion qualitative evaluation study using contextual inquiry. Collaborated cross-functionally with Research, Design, DEI, Legal, and PR Teams.
- 10/2017–05/2019 **University of Maryland, College Park, MD**
HCI Researcher
Conducted bi-weekly participatory design research sessions with children participants aged 8-12 years to co-design technologies for learning and play.
- 05/2016–09/2016 **Spoonshot, Bangalore, India**
User Experience Designer
Led user research of a mobile-based application for matching restaurants to users' food likings.
- 07/2015–04/2016 **Abzooba India Infotech Pvt. Ltd., Kolkata, India**
User Experience Designer
Designed visualizations for indicating the company's key performance metrics.

TEACHING EXPERIENCE

Instructor of Record

Summ '24 **INFO 609 - Accessible and Inclusive Design** (Graduate course), Drexel University
Spring '24 **INFO 608 - Human Computer Interaction** (Graduate course), Drexel University

Teaching Assistant

Summ '23 INFO 608 - Human Computer Interaction, Drexel University
Spring '23 INFO 608 - Human Computer Interaction, Drexel University

Winter '22 INFO 616 - Social and Collaborative Computing, Drexel University

Fall '22 INFO 508 - Information Innovation through Design Thinking, Drexel University

Mentorship

2021 **HCI Research**, Sukhi Sandhu, Masters student, Drexel University

2021 **HCI Research**, Amoh Kwaku, Masters student, Drexel University

2020–21 **Tangible Design Prototyping**, Rahil Rathod, Masters student, Drexel University

2020 **HCI Research**, Nadien Zerban, Undergraduate student, Drexel University

2020 **HCI Research**, Katelyn Moore, Undergraduate student, Drexel University,

2019 **HCI Career Development**, Sree Mahit Munakala, Masters student, Carnegie Mellon University, HCI

PUBLICATIONS

Full Papers (Rigorously Peer Reviewed)

- f5 **Smriti, D.**, Wang, L., Huh-Yoo, J. (2024).
Emotion Work in Caregiving: The Role of Technology to Support Informal Caregivers of Persons Living With Dementia.
ACM Computer-Supported Cooperative Work and Social Computing (CSCW '24).
- f4 Kocaballi, A.B., Sezgin, E., Clark, L., Carroll, J.M., Huang, Y., Huh-Yoo, J., Kim, J., Kocielnik, R., Lee, Y., Mamykina, L., Mitchell, E.G., Moore, R.J., Murali, P., Mynatt, E.D., Park, S.Y., Pasta, A., Richards D., Silva, L.M., **Smriti, D.**, Spillane, B., Zhan, Z., Zubatiy, T. (2022).
Design and Evaluation Challenges of Conversational Agents in Healthcare and Wellbeing.
Journal of Medical Internet Research (JMIR).
- f3 **Smriti, D.**, Kao, T.S., Rathod, R., Shin, J.S., Peng, W., Williams, J., Muijb, M., Colosimo, M., Huh-Yoo, J. (2022).
Motivational Interviewing Conversational Agent for Parents as Proxies for their Children in Healthy Eating: Development and User Testing.
Journal of Medical Internet Research Human Factors (JMIR Human Factors).
- f2 **Smriti, D.**, Ambulkar, S., Meng, Q., Kaimal, G., Ramotar, K., Park, S., Huh-Yoo, J. (2021).
Creative Arts Therapies for the Mental Health of Emerging Adults: A Systematic Review.
The Arts in Psychotherapy.
- f1 Badillo-Urquiola, K., **Smriti, D.**, McNally, B., Bonsignore, E., Golub, E., Wisniewski, P. (2019).
Stranger Danger!: Social Media App Features Co-Designed with Children to Keep Them Safe Online.
ACM Interaction Design and Children (IDC '19).

Posters (Peer Reviewed)

- p6 Wang, L., **Smriti, D.**, Yuan, H., Huh-Yoo, J. (2024).
Artificial Intelligence Systems for Supporting Informal Caregivers of People Living with Alzheimer's Disease or Related Dementias: A Systematic Review.
ACM Human Factors in Computing Systems (CHI '24).
- p5 **Smriti, D.**, Huh-Yoo, J. (2023).
Bringing Emotions into Practice: A Framework for AI Design to Support Emotional Work.
ACM Computer-Supported Cooperative Work and Social Computing (CSCW '23).
- p4 **Smriti, D.**, Rathod, R., Huh-Yoo, J. (2021).
Toward Privacy Implications in Developing and Deploying Chatbots in Informatics Research: Analysis of Chatbot Development Platforms.
The Annual Symposium of American Medical Informatics Association (AMIA '21).

- p3 Kao, T.-S. A., Ling, J., **Smriti, D.**, Shin, J.Y., Peng, W., Huh-Yoo, J. (2021).
The Feasibility of Technology-Adapted Motivational Interviewing (TAMI).
Midwest Nursing Research Society (MNRS) Virtual Annual Research Conference '21.
- p2 **Smriti, D.**, Shin, J.Y., Mujib, M., Colosimo, M., Kao, T.S., Williams, J.R., Huh-Yoo, J. (2020).
TAMICA: Tailorable Autonomous Motivational Interviewing Conversational Agent.
EAI International Conference on Pervasive Computing Technologies for Healthcare
(PervasiveHealth '20).
- p1 Badillo-Urquiola, K., **Smriti, D.**, McNally, B., Bonsignore, E., Golub, E., Wisniewski, P. (2018).
Co-Designing with Children to Address “Stranger Danger” on Musical.ly.
Symposium on Usable Privacy and Security (SOUPS '18). [BEST POSTER]

Workshop Papers and Abstracts (Juried)

- w5 **Smriti, D.**, Kao, T.S., Rathod, R., Shin, J.S., Peng, W., Williams, J., Muijb, M., Colosimo, M., Huh-Yoo, J. (2023).
Motivational Interviewing Conversational Agent for Parents as Proxies for their Children in Healthy Eating: Development and User Testing.
Workgroup on Interactive Systems in Healthcare (WISH '23).
ACM Human Factors in Computing Systems (CHI '23).
- w4 **Smriti, D.**, Rathod, R., Huh-Yoo, J. (2021).
Toward Privacy Implications in Developing and Deploying Chatbots: Analysis of Chatbot Development Platforms.
Workshop: Let's Talk about CUIs: Putting Conversational User Interface Design Into Practice.
Design Into Practice. ACM Human Factors in Computing Systems (CHI '21).
- w3 **Smriti, D.**, Shin, J.Y., Mujib, M., Colosimo, M., Kao, T.S., Williams, J.R., Huh-Yoo, J. (2020).
TAMICA: Tailorable Autonomous Motivational Interviewing Conversational Agent.
Workshop: Conversational Agents for Health and Well-being.
ACM Human Factors in Computing Systems (CHI '20).
- w2 **Smriti, D.**, DiMaria-Ghalili, R. A., Gitlin, L. N., Sarcevic, A., Yan, E., Huh-Yoo, J. (2020).
Information Quality Assessment Framework for Online Dementia Care Resources.
The Gerontological Society of America (GSA) 2020 Annual Scientific Meeting.
- w1 Mastrianni, A., **Smriti, D.*** (2020).
Exploring the Effect of Social Connections on Transactional Behaviors in Venmo.
Americas Conference on Information Systems (AMCIS 2020) TREOs.

Doctoral Consortium

- d1 **Smriti, D.** (2023).
Bringing Emotions into Practice: The Role of AI in Supporting Emotional Work in Informal Caregiving. ACM Designing Interactive Systems (DIS '23).

HONORS AND AWARDS

- 2024 Nomination to Sigma Xi, the Scientific Research Honor Society
- 2024 PhD Research Excellence Award, Drexel University
- 2023 Grace Hopper Conference Student Scholarship, AnitaB. org
- 2022 Human Computer Interaction Consortium (HCIC) Student Attendee
- 2021 Google CS Research Mentorship Program (CSRMP) Scholar
- 2021 Student Awardee, NSF SCH PI Workshop: Smart Health in the AI and Covid Era
- 2021 CRA-WP Grad Cohort for Women Workshop
- 2020–21 Grace Hopper Scholarship, Drexel University
- 2020 Cell2Society Aging Research Grant, Drexel University (\$2000)
- 2018 Research Improvement Grant, University of Maryland (\$600)

*The author(s) who contributed equally as the first author.

2018 Grace Hopper Scholarship, University of Maryland
2018 SOUPS 2018 - Best Poster Award [p1]

PROFESSIONAL SERVICES

Associate Chair

ACM Human Factors in Computing Systems (*CHI*) 2025 (Full Papers)
ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2025 (Full Papers)
ACM Human Factors in Computing Systems (*CHI*) 2024 (Late-Breaking Works)
ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2023 (Posters)

Reviewer

ACM Human Factors in Computing Systems (*CHI*) 2021, 2022, 2024 (Full papers, Late-Breaking Works)
ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2021–24 (Full papers, Posters)
ACM Designing Interactive Systems (*DIS*) 2023 (Full papers, Works in Progress)
The Annual Symposium of American Medical Informatics Association (*AMIA*) 2020, 2021 (Full papers, Posters)
ACM Interaction Design and Children (*IDC*) 2021 (Short Papers)
Journal of Medical Internet Research (*JMIR*) 2023 (Full papers)
Applied Clinical Informatics Journal 2021 (Full papers)

Student Volunteer

ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2023 [In-person]
ACM Designing Interactive Systems (*DIS*) 2023 [In-person]
ACM Human Factors in Computing Systems (*CHI*) 2020 [Cancelled due to Covid-19]
ACM Computer-Supported Cooperative Work and Social Computing (*CSCW*) 2020 [Virtual]

PRESENTATIONS AND INVITED TALKS

03/2021 **Designing Conversational Agents for Health Management.**
Drexel CHI User Experience Club, Philadelphia, PA.
04/2020 **TAMICA: Tailorable Autonomous Motivational Interviewing Conversational Agent.**
Oral Presentation at Drexel Emerging Graduate Scholars Conference, Philadelphia, PA.

LEADERSHIP POSITIONS

2021–22 Vice President, Doctoral Students Association, College of Computing & Informatics, Drexel University
2020–21 Treasurer, Doctoral Students Association, College of Computing & Informatics, Drexel University

DIVERSITY, EQUITY, AND INCLUSION EFFORTS

2020–21 ACM CHI Mentoring (CHIME) Workshop
2019–20 Graduate Mentor for Undergraduate Students, Drexel Women in Computing Society
2018–19 Graduate Mentor for 2018 HCI Masters Students, University of Maryland, College Park

SKILLS

Research Interview, participatory design, diary study, contextual inquiry, usability testing, heuristic evaluation, qualitative research, mixed-methods research, user research, thematic analysis, descriptive statistics.
Design User-centered design, rapid prototyping, empathy mapping, affinity maps, user journey, wireframing.
Code HTML, CSS, JavaScript, jQuery, Python, SQL.
Software NVivo, Miro, Figma, SPSS Statistical Analysis, Adobe Creative Suite, Balsamiq, Invision, Tableau.
Other Stakeholder management, cross-functional collaboration, teamwork, adaptability.