

# Zheng Yao

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## Contact Information

Human Computer Interaction Institute  
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## Research Interests

Mixed methods HCI researcher. Interested in social support, online communities, social media, social computing, human computer interaction (HCI), computer supported cooperative work (CSCW)

## Education

### Carnegie Mellon University

- Ph.D. in Human Computer Interaction 2016 – Present

### Cornell University

- M.P.S. in Information Science 2015 – 2016
- B.A. with *magna cum laude* in Information Science 2011 – 2015

## Conference Publications

1. *The Channel Matters: Self-disclosure, Reciprocity and Social Support in Online Cancer Support Groups*  
Diyi Yang, **Zheng Yao**, Joseph Seering, and Robert E. Kraut  
Proceedings of the 2019 Annual Conference on Human Factors in Computing Systems. CHI 2019. **Best Paper Honorable Mention**
2. *Applications of Social Identity Theory to Research and Design in Computer-Supported Cooperative Work.*  
Joseph Seering, Felicia Ng, **Zheng Yao**, and Geoff Kauffman  
Proceedings of the 21th ACM Conference on Computer-Supported Cooperative Work Social Computing. CSCW 2018. **Best Paper Award**
3. *(Infra)structures of volunteering.*  
Amy Volda, **Zheng Yao**, and Matthias Korn  
Proceedings of the 18th ACM Conference on Computer-Supported Cooperative Work Social Computing. CSCW 2015.
4. *Two is Better Than One: Improving Multilingual Collaboration by Giving Two Machine Translation Outputs.*  
Ge Gao, Bin Xu, David C.Hau, **Zheng Yao**, Dan Cosley and Susan R. Fussell  
Proceedings of the 18th ACM Conference on Computer-Supported Cooperative Work Social Computing. CSCW 2015. **Best Paper Honorable Mention**

## Posters

1. *Mentor Academy: Engaging Global Learners in the Creation of Data Science Problems for MOOCs*  
Rebecca Quintana, Christopher Brooks, Cinzia Smothers, Yuanru Tan, **Zheng Yao**, Chinmay Kulkarni. ICLS 2018.
2. *Self-disclosure and Channel Difference in Online Health Support Groups*  
Diyi Yang, **Zheng Yao**, and Robert E. Kraut  
The 11th International AAAI Conference on Weblogs and Social Media. ICWSM 2017.

## Research Experience

### Lenovo Research, Beijing, China

Research Intern

Summer 2019

- Used qualitative (e.g., technology ethnography, interview) and quantitative methods (e.g., survey) to investigate how parents and teachers communicate in China.
- Lead the research framing, decision making in the research pipeline.
- Findings from summer work lead to a submission to CSCW 2020.

	<p><b>Carnegie Mellon University</b>, Pittsburgh, PA  Graduate Research Assistant, Human Computer Interaction Institute  Advised by Robert E. Kraut and Haiyi Zhu</p> <p><i>Selected Projects</i></p> <ul style="list-style-type: none"> <li>• Personal development of online volunteer counselors</li> <li>• Social support exchange between gig workers</li> <li>• Members' tenure journey at health support groups</li> <li>• Institutionalized socialization experience at Wikipedia</li> </ul>	2016 – Present
	<p><b>Cornell University</b>  Research Assistant, Cross-culture Communication Lab  Advised by Susan R. Fussell</p>	2014 – 2016
	<p><b>Carnegie Mellon University</b>  Research Intern, Connected Experience Lab  Advised by Laura Dabbish</p>	Summer 2015
<b>Teaching &amp; Experience</b>	<p><b>Cornell University</b>  Teaching Assistant, Department of Information Science</p> <ul style="list-style-type: none"> <li>• INFO 4450 Computer Mediated Communication (with Susan R. Fussell)</li> <li>• INFO 4400 Advanced HCI Design (with Gilly Leshed)</li> <li>• INFO 2300 Intermediate Web Programming (with Steven Mohlke)</li> <li>• INFO 2450 Communication and Technology (with Jeff Hancock and Drew Margolin)</li> <li>• INFO 1300 Introduction to Web Design and Programming (with Dan Cosley)</li> </ul>	<p>Spring 2016</p> <p>Spring 2014</p> <p>Spring 2014</p> <p>Fall 2013</p> <p>Fall 2013</p>
<b>Awards &amp; Honors</b>	<p>Best Paper Honorable Mention Award, ACM CHI 2019</p> <p>Best Paper Award, ACM CSCW 2018</p> <p>The William Lewis Brown Scholarship for Computing and Information Science</p> <p>Cornell University Distinction with honors in Information Science</p> <p>Best Paper Honorable Mention Award, ACM CSCW2015</p> <p>Cornell University College of Arts and Sciences: Dean's list</p>	<p>2019</p> <p>2018</p> <p>2016</p> <p>2015</p> <p>2015</p> <p>2011 – 2015</p>
<b>Activities &amp; Services</b>	<p>Reviewer of CSCW '17-20, CHI'17-20</p> <p>CMU HCII Ph.D. Admission Committee</p> <p>Cornell Alumni Ambassador</p> <p>Freelancewriter at Weiqi World Magazine</p> <p>Freelance writer at HUPU Soccer</p>	<p>2017 – Present</p> <p>2020</p> <p>2017-Present</p> <p>2016 – 2018</p> <p>2018 – Present</p>