

Zheng Yao

Contact Information

Human Computer Interaction Institute
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Research Interests

My research interests lie primarily in designing and evaluating new interventions to facilitate interactions in online communities, especially health support groups.

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

Carnegie Mellon University, Pittsburgh, PA

Graduate Research Assistant, Human Computer Interaction Institute
Advised by Robert E. Kraut and Chinmay Kulkarni

2016 – Present

- Designed and implemented a recommender system that facilitates social support in Cancer Survivors Network (CSN)
- Interviewed CSN users about their experience using the site
- Designed experiments to study collective socialization for newcomers in Wikipedia

Cornell University

Research Assistant, Cross-culture Communication Lab

2014 – 2016

Advised by Susan R. Fussell

- Conducted qualitative and quantitative analysis on machine translation application.
- Developed scheme for Anderson coding and repair sequence coding for conversation corpus to quantify grounding evidence
- Ran in-lab experiments related with affective grounding in instant messenger tools

Carnegie Mellon University

Research Intern, Connected Experience Lab

Summer 2015

Advised by Laura Dabbish

- Designed between-subject experiment to evaluate the effectiveness of a privacy tool
- Ran sixty in-lab sessions together with two other research assistants
- Performed quantitative analysis on survey data

Teaching Experience**Cornell University**

Teaching Assistant, Department of Information Science

- INFO 4450 Computer Mediated Communication (with Susan R. Fussell) Spring 2016
- INFO 4400 Advanced HCI Design (with Gilly Leshed) Spring 2014
- INFO 2300 Intermediate Web Programming (with Steven Mohlke) Spring 2014
- INFO 2450 Communication and Technology (with Jeff Hancock and Drew Margolin) Fall 2013
- INFO 1300 Introduction to Web Design and Programming (with Dan Cosley) Fall 2013

Awards & Honors

Best Paper Honorable Mention Award, ACM CHI 2019

2019

Best Paper Award, ACM CSCW 2018

2018

The William Lewis Brown Scholarship for Computing and Information Science

2016

Cornell University Distinction with honors in Information Science

2015

Best Paper Honorable Mention Award, ACM CSCW 2015

2015

Cornell University College of Arts and Sciences: Dean's list

2011 – 2015

Activities & Services

Reviewer of CSCW '17 '18, CHI'17 '18 '19

2017 – Present

Cornell Alumni Ambassador

2017

Freelancewriter at Weiqi World Magazine

2016 – 2018

Editor-in-chief at HUPU Soccer

2018 – Present