

Q. Vera Liao

Principal Researcher
Microsoft Research

veraliao@microsoft.com

[Research Interests] Human-computer interaction, human-AI interaction, explainable AI, responsible AI, conversational agent

[Employment] **Microsoft Research**, Montreal, Canada 10/2021-present
Principal Research, FATE (fairness, accountability, transparency, and ethics in AI) Group
Research on FATE topics.

IBM Thomas J. Watson Research Center, Yorktown Heights, NY 09/2016-10/2021
Research Staff Member, HCI Research Lead for explainable and trustworthy AI, Co-Chair for Professional Interest Community of HCI

Research on human-AI interaction. Topics included explainable AI, conversational agents, and user-centered machine learning. I worked across organizational boundaries of research, products, and design community to drive research transfer and establish design best practices. My work has contributed to IBM Watson Assistant, open-source toolkits for trustworthy AI (AI Explainability 360, AI Uncertainty Quantification 360), and IBM Enterprise Design Thinking.

IBM Thomas J. Watson Research Center, Cambridge, MA 05/2015-08/2015
Research Intern
Conducted HCI research for a conversational agent for enterprise information search.

Palo Alto Research Center (PARC), Palo Alto, CA 05/2014-08/2014
Research Intern
Studied how to promote participation in pro-social peer-to-peer services, conducted interviews and field experiments to compare user-recruiting strategies that leverage different motivators.

GESIS- – Leibniz-Institute for the Social Sciences, Cologne, Germany 09/2014-12/2014
Visiting Researcher
Analyzed Twitter data to understand how people discuss controversial issues on social media.

Palo Alto Research Center (PARC), Palo Alto, CA 05/2011-08/2011
Research Intern
Studied and developed cognitive models on how people make credibility judgment of Twitter authors.

NetEase, Inc., Guangzhou, China 05/2008-07/2008
User Experience Intern
Conducted user research and usability testing for an online discussion forum.

[Education] **University of Illinois at Urbana-Champaign**, Champaign, IL 2011 - 2016
PhD in Computer Science
Dissertation: *“Information Behavior Nudging: Theory Driven Design for Exposure to Diverse Opinions”*
Committee: Wai-Tat Fu (Advisor), Alex Kirlik, Peter Pirolli, Bruce Schatz

University of Illinois at Urbana-Champaign, Champaign, IL 2009 - 2011
Master of Science in Human Factors

Tsinghua University, Beijing, China 2005 - 2009
Bachelor of Science in Industrial Engineering

[Awards] **CHI 2021 Best Paper Award Honorable Mention (C.33)** 2021
32nd ACM Conference on Human Factors in Computing Systems

IBM Outstanding Research Accomplishments 2019, 2020

For research contributions to Watson Assistant and Trusted AI

CHI 2020 Best Paper Award Honorable Mention (C.28) 32 nd ACM Conference on Human Factors in Computing Systems	2020
IUI 2019 Outstanding Paper Award (C.26) 24 th ACM Conference on Intelligent User Interface	2019
CHI Excellent Reviewer 32 nd ACM Conference on Human Factors in Computing Systems	2017
CHI 2014 Best Paper Award Honorable Mention (C.13) 32 nd ACM Conference on Human Factors in Computing Systems	2014
3rd Place in ACM Student Research Competition (P.2) ACM CHI Conference 2011, Vancouver, BC	2011

[Publications]

Journal Articles

- J.7 Why or Why Not? The Effect of Justification Styles on Chatbot Recommendations
Daricia Wilkinson, Öznur Alkan, **Q. Vera Liao**, Massimiliano Mattetti, Inge Vejsbjerg, Bart P.Knijnenburg, Elizabeth Daly
To appear in ACM Transactions on Information Systems (TOIS)
- J.6 AI Explainability 360: An Extensive Toolkit for Understanding Data and Machine Learning Models
Vijay Arya, Rachel KE Bellamy, Pin-Yu Chen, Amit Dhurandhar, Michael Hind, Samuel C Hoffman, Stephanie Houde, **Q. Vera Liao**, et al.
Journal of Machine Learning Research
- J.5 Tell Me About Yourself: Using an AI-Powered Chatbot to Conduct Conversational Surveys
Ziang Xiao, Michelle X Zhou, **Q. Vera Liao**, Gloria Mark, Changyan Chi, Wenxi Chen, Huahai Yang
TOCHI Journal: ACM Transactions on Computer-Human Interaction
- J.4 What's in it for me? Self-serving versus Other-oriented Framing in Messages Advocating Use of Prosocial Peer-to-peer services
Q. Vera Liao, Rajan Vaish (co-first author), Victoria Bellotti
International Journal of Human-Computer Studies
- J.3 Age Differences in Credibility Judgment of Online Health Information
Q. Vera Liao, Wai-Tat Fu
ACM Transactions on Computer-Human Interaction (TOCHI)
- J.2 An EMR-based Tool to Support Collaborative Planning for Medication Use Among Adults with Diabetes: Design of a Multi-Site Randomized Control Trial
Daniel G. Morrow, Thembi Conner-Garcia, James F. Graumlich, Michael S. Wolf, Stacey McKeever, Anna Madison, Kathryn Davis, Elizabeth A.H. Wilson, **Vera Liao**, et al.
Contemporary Clinical Trials 33 (2012), 1023-1032
- J.1 Factors Influencing Mobile Advertising Avoidance
Pei-Luen Patrick Rau, **Qingzi Liao**, Cuiling Chen
International Journal of Mobile Communication 11, 2(2013), 123-139

Peer Reviewed Conference Papers

* Note: conferences are primary publication venues for Computer Science and HCI research.

- C.38 Designing for Responsible Trust in AI Systems: A Communication Perspective
Q. Vera Liao, S. Shyam Sundar
ACM Conference on Fairness, Accountability, and Transparency (FAcT2022)

- C.37 Human-AI Collaboration via Conditional Delegation: A Case Study of Content Moderation
Vivian Lai, Samuel Carton, Rajat Bhatnagar, **Q. Vera Liao**, Yunfeng Zhang, Chenhao Tan
ACM Conference on Human Factors in Computing Systems (CHI 2022)
- C.36 Investigating Explainability of Generative Models for Code through Scenario-Based Design
Jiao Sun, **Q. Vera Liao**, Michael Muller, Mayank Agarwal, Stephanie Houde, Kartik Talamadupula, Justin D. Weisz
ACM International Conference on Intelligent User Interface (IUI 2022)
- C.35 Human-AI Collaboration for UX Evaluation: Effects of Explanations and Synchronization
Mingming Fan, Xianyou Yang, Tsz Tung Yu, **Q. Vera Liao**, Jian Zhao
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW2022)
- C.34 Uncertainty as a Form of Transparency: Measuring, Communicating, and Using Uncertainty
Umang Bhatt, Javier Antorán, Yunfeng Zhang, **Q. Vera Liao**, Prasanna Sattigeri, Riccardo Fogliato, Gabrielle Gauthier Melançon, Ranganath Krishnan, Jason Stanley, Omesh Tickoo, Lama Nachman, Rumi Chunara, Madhulika Srikumar, Adrian Weller, Alice Xiang
AAAI/ACM Conference on Artificial Intelligence, Ethics, and Society (AIES2021)
- C.33 Expanding Explainability: Towards Social Transparency in AI systems
Upol Ehsan, **Q. Vera Liao**, Michael Muller, Mark Riedl, Justin D. Weisz
ACM Conference on Human Factors in Computing Systems (CHI 2021)
*** Best Paper Award Honorable Mention**
- C.32 Model LineUpper: Supporting Interactive Model Comparison at Multiple Levels for AutoML
Shweta Narkar, Yunfeng Zhang, **Q. Vera Liao**, Dakuo Wang, Justin D. Weisz
ACM International Conference on Intelligent User Interface (IUI 2021)
- C.31 Facilitating Knowledge Sharing from Domain Experts to Data Scientists for Building NLP Models
Soya Park, April Yi Wang, Ban Kawas, **Q. Vera Liao**, David Piorkowski, Marina Danilevsky
ACM International Conference on Intelligent User Interface (IUI 2021)
- C.30 Explainable Active Learning (XAL): Toward AI Explanations as Interfaces for Machine Teachers
Bhavya Ghai, **Q. Vera Liao**, Yunfeng Zhang, Rachel Bellamy, Klaus Mueller
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2020)
- C.29 Human-AI Collaboration in a Cooperative Game Setting: Measuring Social Perception and Outcomes
Zahra Ashktorab, **Q. Vera Liao**, Casey Dugan, James Johnson, Qian Pan, Wei Zhang, Sadhana Kumaravel, Murray Campbell
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2020)
- C.28 Questioning the AI: Informing Design Practices for Explainable AI User Experiences
Q. Vera Liao, Daniel Gruen, Sarah Miller
ACM Conference on Human Factors in Computing Systems (CHI 2020)
*** Best Paper Award Honorable Mention**
- C.27 Effect of Confidence and Explanation on Accuracy and Trust Calibration in AI-Assisted Decision Making
Yunfeng Zhang, **Q. Vera Liao**, Rachel K.E. Bellamy
ACM Conference on Fairness, Accountability, and Transparency (FAT 2020, now FAccT)*
- C.26 Resilient Chatbots: Repair Strategy Preferences for Conversational Breakdown
Zahra Ashktorab, Mohit Jain, **Q. Vera Liao**, Justin D. Weisz
ACM Conference on Human Factors in Computing Systems (CHI 2019)
- C.25 How Data Science Workers Work with Data: Discovery, Capture, Curation, Design, and Creation

- Michael Muller, Ingrid Lange, Dakuo Wang, David Piorkowski, Jason Tsay, **Q. Vera Liao**, Casey Dugan, Thomas Erickson
ACM Conference on Human Factors in Computing Systems (CHI 2019)
- C.24 Explaining Models: An Empirical Study of How Explanations Impact Fairness Judgment
 Jonathan Dodge, **Q. Vera Liao**, Yunfeng Zhang, Rachel K.E. Bellamy, Casey Dugan
ACM Conference on Intelligent User Interfaces (IUI 2019)
*** Outstanding Paper Award**
- C.23 Bootstrapping Conversational Agents with Weak Supervision
 Neil Mallinar, Abhishek Shah, Rajendra Ugrani, Ayush Gupta, Manikandan Gurusankar, Tin Kam Ho, **Q. Vera Liao**, Yunfeng Zhang, Rachel K.E. Bellamy, Robert Yates, Chris Desmarais, Blake McGregor
AAAI Conference on Innovative Applications of Artificial Intelligence (IAAI 2019)
- C.22 FarmChat: A Conversational Agent to Answer Farmer Queries
 Mohit Jain, Pratyush Kumar, Ishita Bhansali, **Q. Vera Liao**, Khai Truong, Shwetak Patel
ACM Conference on Interactive, Mobile, Wearable, and Ubiquitous Computing (IMWUT)/UbiComp 2019
- C.21 All Work and no Play? Conversations with a Question-and-Answer Chatbot in the Wild
Q. Vera Liao, Muhammed Mas-ud Hussain, Praveen Chandar, Matthew Davis, Marco Crasso, Dakuo Wang, Michael Muller, N. Sadat Shami, Werner Geyer
ACM Conference on Human Factors in Computing Systems (CHI 2018)
- C.20 Face Value? Exploring the Effects of Embodiment for a Group Facilitation Agent
 Ameneh Shamekhi, **Q. Vera Liao**, Dakuo Wang, Rachel Bellamy, Thomas Erickson
ACM Conference on Human Factors in Computing Systems (CHI 2018)
- C.19 Towards an Optimal Dialog Strategy for Information Retrieval using Open- and Close-ended Questions
 Yunfeng Zhang, **Q. Vera Liao**, Biplav Srivastava
ACM Conference on Intelligent User Interfaces (IUI 2018)
- C.18 Leveraging Conversational Agent to Assist New Hires during Onboarding
 Praveen Chandar, Yasaman Khazaeni, Matthew Davis, Michael Muller, Marco Crasso, **Q. Vera Liao**, N. Sadat Shami, Werner Geyer
International Conference on Human-Computer Interaction (INTERACT 2017)
- C.17 Improvising Harmony: Opportunities for Technologies to Support Crowd Orchestration
Q. Vera Liao, Victoria Bellotti, Michael Youngblood
ACM Conference on Supporting Group Work (GROUP 2016)
- C.16 What Can You Do? Studying Social-Agent Orientation and Agent Proactive Interactions with an Agent for Employees
Q. Vera Liao, Matthew Davis, Werner Geyer, Michael Muller, N. Sadat Shami
ACM Conference on Designing for Interactive Systems (DIS 2016)
- C.15 #Snowden: Understanding Biases Introduced by Behavioral Differences of Opinion Groups on Social Media
Q. Vera Liao, Wai-Tat Fu, Markus Strohmaier
ACM Conference on Human Factors in Computing Systems (CHI 2016)
- C.14 It is All About Perspective: An Exploration of Mitigating Selective Exposure with Aspect Indicators
Q. Vera Liao, Wai-Tat Fu, Sri Shilpa Mamidi
ACM Conference on Human Factors in Computing Systems (CHI 2015)
- C.13 Expert Voices in Echo Chambers: Effects of Source Expertise Indicators on Exposure to Diverse Opinions
Q. Vera Liao, Wai-Tat Fu

ACM Conference on Human Factors in Computing Systems (CHI 2014)

*** Best Paper Award Honorable Mention**

- C.12 Can You Hear Me Now? Mitigating the Echo Chamber Effect by Source Position Indicators
Q. Vera Liao, Wai-Tat Fu
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2014)
- C.11 Aggregating Personal Health Messages for Scalable Comparative Effectiveness Research
Jason Cho, **Q. Vera Liao**, Yunliang Jiang, Bruce Schatz
ACM Conference on Bioinformatics, Computational Biology and Biomedical Informatics (BCB 2013)
- C.10 Beyond the Filter Bubble: Interactive Effects of Perceived Threat and Topic Involvement on Selective Exposure to Information
Q. Vera Liao, Wai-Tat Fu
ACM Conference on Human Factors in Computing Systems (CHI 2013)
- C.9 Understanding Experts' and Novices' Expertise Judgment of Twitter Users
Q. Vera Liao, Claudia Wagner, Peter Pirolli, Wai-Tat Fu
ACM Conference on Human Factors in Computing Systems (CHI 2012)
- C.8 An ACT-R Model of Credibility Judgment of Micro-blogging Web Pages
Q. Vera Liao, Peter Pirolli, Wai-Tat Fu
International Conference on Cognitive Modeling (ICCM 2012)
- C.7 Designing and Evaluating a Clustering System for Organizing and Integrating Patient Drug Outcomes in Personal Health Messages
Yunliang Jiang, **Q. Vera Liao**, Qian Cheng, Richard Berlin, Bruce Schatz
Annual Symposium of the American Medical Informatics Association (AMIA 2012)
- C.6 It's Not in Their Tweets: Modeling Topical Expertise of Twitter Users
Claudia Wagner, **Vera Liao**, Peter Pirolli, Les Nelson, Markus Strohmaier
ASE/IEEE International Conference on Social Computing (SocialCom 2012)
- C.5 Information and Attitude Diffusion in Networks
Wai-Tat Fu, **Q. Vera Liao**
International Conference on Social Computing, Behavioral-Cultural Modeling and Prediction (SBP 2012)
- C.4 Effects of Aging and Individual Differences on Credibility Judgments of Online Health Information
Q. Vera Liao, Wai-Tat Fu
Annual Conference of the Cognitive Science Society (CogSci 2011)
- C.3 Medtable™ An EMR-Based Tool to Support Collaborative Planning for Medication Use
Vera Liao, Chieh-Li Chin, Stacey McKeever, Daniel Morrow, Katherine Davis, Elizabeth Wilson, Darren Kaiser, Michael Wolf, Thembi Conner-Garcia, James Graumlich
Human Factors and Ergonomics Society Annual Meeting 2011 (HFES 2011)
- C.2 Crowdsourcing Quality Control of Online Information: a Quality-based Cascade Model
Wai-Tat Fu, **Q. Vera Liao**
International Conference on Social Computing, Behavioral-Cultural Modeling and Prediction (SBP 2011)
- C.1 Requirements of Transport Information Service and Route Guidance Service for Older Adults
Jia Zhou, Pei-Luen Patrick Rau, Qin Gao, **Qingzi Liao**
World Congress on Ergonomics (IEA 2009)

Book Chapters

- B.5 Human-Centered Explainable AI: From Algorithms to User Experiences
Q. Vera Liao, Kush R. Varshney
To appear in Fiebrink. (2023). Human-Centered Machine Learning (Cambridge University Press)

- B.4 Conversational Interfaces for Information Search
Q. Vera Liao, Werner Geyer, Michael Muller, Yasaman Khazaeni
In Oostendorp and Fu. (2020). Springer Human-Computer Interaction Series: Understanding and Improving Information Search
- B.3 The Central Role of Cognitive Computations in Human-Information Interaction
 Wai-Tat Fu, Jessie Chin, **Q. Vera Liao**
In Oulasvirta et al. (2018). Computational Interaction
- B.2 Emerging Media to Promote Physical Activity: Understanding Exposure, Attention and Behavior Change from Psychological and Computational Perspectives
 Dolores Albarracin, **Vera Liao**, Jessica Yi, Chengxiang Zhai
In Zbu, W. (2016) Sedentary Behavior and Health: Concepts, Assessment and Intervention
- B.1 Interactive Skills and Dual Learning Processes
 Wai-Tat Fu, Jessie Chin, Wei Dong, **Q. Vera Liao**
In Seel, N. M. (2012). Encyclopedia of the Sciences of Learning

Demo

- D.3 Doc2Bot: A Document Grounded Bot Framework
 Kshitij Fadnis, Pankaj Dhoolia, Li Zhu, **Q Vera Liao**, Steven Ross, Nathaniel Mills, Sachindra Joshi, Luis Lastras
AAAI Conference on Artificial Intelligence (AAAI 2021)
- D.2 Agent Assist through Conversation Analysis
 Kshitij Fadnis, Nathaniel Mills, Jatin Ganhotra, Haggai Roitman, Gaurav Pandey, Doron Cohen, Yosi Mass, Shai Erera, Chulaka Gunasekara, Danish Contractor, Siva Patel, Q Vera Liao, Sachindra Joshi, Luis Lastras, David Konopnicki
Conference on Empirical Methods in Natural Language Processing (EMNLP 2020)
- D.1 Doc2Dial: a Framework for Dialogue Composition Grounded in Documents
 Song Feng, Kshitij Fadnis, **Q. Vera Liao**, Luis A. Lastras
AAAI Conference on Artificial Intelligence (AAAI 2020)

Workshop Papers

- W.11 Microbanking: Bringing Credit to Low-wage Communities by Enhancing Informal Financial Practices with AI
 Heloisa Candello, Andrea Britto Mattos Lima, **Q. Vera Liao**, Claudio Pinhanez, Rogerio Abreu De Paula, Marcelo Carpinette Grave
CHI2021 Workshop on Artificially Intelligent Technology for the Margins
- W.10 A Multistakeholder Approach Towards Evaluating AI Transparency Mechanisms
 Ana Lucic, Madhulika Srikumar, Umang Bhatt, Alice Xiang, Ankur Taly, Q. Vera Liao, Maarten de Rijke
CHI2021 Workshop on Operationalizing Human Centered Perspectives in Explainable AI
- W.9 Active Learning++: Incorporating Annotator's Rationale using Local Model Explanation
 Bhavya Ghai, **Q. Vera Liao**, Yunfeng Zhang, Klaus Mueller
KDD 2020 Workshop on Data Science with Human in the Loop
- W.8 Measuring Social Biases of CrowdWorkers using Counterfactual Queries
 Bhavya Ghai, **Q. Vera Liao**, Yunfeng Zhang, Rachel Bellamy, Klaus Mueller
CHI 2020 Workshop on Fair and Responsible AI
- W.7 Business (mis)Use Cases of Generative AI
 Stephanie Houde, **Q. Vera Liao**, Jacquelyn Martino, Michael Muller, David Piorkowski, John Richards, Justin Weisz, Yunfeng Zhang
IUI 2020 Workshop on Human-AI Co-Creation with Generative Models

- W.6 Doc2Dial: a Framework for Dialogue Composition Grounded in Business Documents
Song Feng, Kshitij Fadnis, **Q. Vera Liao**, Luis A. Lastras
NeurIPS 2019 Workshop on Document Intelligence
- W. 5 Human-AI Collaboration: Towards Socially Guided Machine Learning
Q. Vera Liao, Rachel K.E. Bellamy, Michael Muller, Heloisa Candello
CHI 2019 Workshop on Human-Centered Machine Learning Perspectives
- W.4 Lessons from Designing and Studying a Conversational Agent for Group Facilitation
Vera Liao, Ameneh Shamekhi, Dakuo Wang
CHI 2018 Workshop on Voice-based Conversational UX Studies and Design
- W.3 Tailoring Conversational UX through the Lens of Dialogue Complexity
Q. Vera Liao, Biplav Srivastava, Pavan Kapanipathi
CHI 2017 Workshop on Conversational UX Design
- W.2 Human-Agent Collaborations in Meetings
Dakuo Wang, **Q. Vera Liao**, Rachel K.E. Bellamy, Thomas D. Erickson, Jason B. Ellis, Yunfeng Zhang, Bin Xu, Michael Muller
CSCW 2017 Workshop on Robots in Groups and Teams
- W.1 Effects of Cognitive Aging on Consumption of Online Health Information
Q. Vera Liao, Jessie Chin, Wai-Tat Fu
CHI 2010 Workshop on Senior-friendly Technologies: Interaction Design for the Elderly

Conference Posters and Non-Archived Papers

- P.6 Ways of Knowing for AI: (Chat)bots as Interfaces for Machine Learning
Q. Vera Liao, Michael Muller
Human-Computer Interaction Consortium (HCIC 2018)
- P.5 Exploring AI Values and Ethics through Participatory Design Fictions
Michael Muller, **Q. Vera Liao**
Human-Computer Interaction Consortium (HCIC 2017)
- P.4 Seeking Information like Mr. Spock: Applying Persuasion Theories to the Design of Information Systems
Q. Vera Liao
Human-Computer Interaction Consortium (HCIC 2015)
- P.3 The Impact of User Reviews on Older and Younger Adults' Attitudes towards Online Medical Information
Q. Vera Liao, Wai-Tat Fu
33rd Annual Conference of the Cognitive Science Society (CogSci 2011)
- P.2 How User Reviews influence Younger and Older Adults Credibility Judgments of Online Health Information
Q. Vera Liao, Wai-Tat Fu
Extended Abstract of 29th ACM Conference on Human Factors in Computing Systems (CHI EA 2011)
*** Student Research Competition 3rd Place**
- P.1 Effects of Cognitive Aging on Credibility Assessment of Online Health Information
Q. Vera Liao, Wai-Tat Fu
Extended Abstract of 28th ACM Conference on Human Factors in Computing Systems (CHI EA 2010)

Working Papers

- WP.6 Towards a Science of Human-AI Decision Making: A Survey of Empirical Studies
Vivian Lai, Chacha Chen, **Q Vera Liao**, Alison Smith-Renner, Chenhao Tan

- WP.5 Uncertainty Quantification 360: A Holistic Toolkit for Quantifying and Communicating the Uncertainty of AI
Soumya Ghosh, **Q. Vera Liao**, Karthikeyan Natesan Ramamurthy, Jiri Navratil, Prasanna Sattigeri, Kush R Varshney, Yunfeng Zhang
- WP.4 Question-Driven Design Process for Explainable AI User Experiences
Q. Vera Liao, Milena Pribić, Jaesik Han, Sarah Miller, Daby Sow
- WP.3 How Much Automation Does a Data Scientist Want?
Dakuo Wang, **Q. Vera Liao**, Yunfeng Zhang, Udayan Khurana, Horst Samulowitz, Soya Park, Michael Muller, Lisa Amini
- WP.2 Enabling Value Sensitive AI Systems through Participatory Design Fictions
Q Vera Liao, Michael Muller
- WP.1 One Explanation Does Not Fit All: A Toolkit and Taxonomy of AI Explainability Techniques
Vijay Arya, Rachel KE Bellamy, Pin-Yu Chen, Amit Dhurandhar, Michael Hind, Samuel C Hoffman, Stephanie Houde, **Q Vera Liao**, Ronny Luss, Aleksandra Mojsilović, Sami Mourad, Pablo Pedemonte, Ramya Raghavendra, John Richards, Prasanna Sattigeri, Karthikeyan Shanmugam, Moninder Singh, Kush R Varshney, Dennis Wei, Yunfeng Zhang

[Patents]

- PA.4 Agent to bot transfer 2022
John Thomas Richards, Rachel KE Bellamy, Robert G. Farrell, **Qingzi Liao**, and David John Piorkowski
- PA.3 Generating and executing an optimal dialogue strategy 2021
Yunfeng Zhang, **Vera Liao**, and Biplav Srivastava.
- PA.2 Building domain models from dialog interactions 2021
Oznur Alkan, Rachel KE Bellamy, Elizabeth Daly, Matthew Davis, **Vera Liao**, and Biplav Srivastava
- PA.1 Assessing complexity of dialogs to streamline handling of service requests 2018
Biplav Srivastava, **Qingzi Vera Liao**, and Pavan Kapanipathi Bangalore

[Invited Talks]

- Human-Centered Explainable AI: From Algorithms to User Experiences** 2021, 2022
UC Santa Cruz Ethics and Activism Guest Lecture
AI Seminar @ University of Michigan CSE
HCI @ KAIST
GVU Brown Bag at Georgia Tech
Keynote, VIS 2021 Workshop on Trust and Expertise in Visual Analytics
- AI and Worker Wellbeing: A Responsible AI Perspective** 2022
CHI Work Symposium
- Introduction to Explainable AI** 2021
Tutorial @ CHI 2021
Research Seminar @ 3M
- Questioning the AI: Towards Human Centered Explainable AI** 2020, 2021
Research Seminar @ 3M
Software Engineering for Machine Learning Application Symposium (SEMLA2021)
Academic Fringe Festival at TU Delft
Human-AI Interaction Summer School Guest Lecture at University of Toronto
Applied & Interactive Machine Learning Guest Lecture at UCLA
Tsinghua University Students Forum
Human-AI Interaction Guest Lecture at University of Texas at Austin
Department of Computer Science and Engineering, New York University
J.P Morgan AI Research

	Spotify Research	
	Workshop on Interpretable Machine Learning& Causal Inference, Royal Statistical Society	
	Conversational Interfaces for Information Search	2020
	Keynote, 4 th International Workshop on Chatbot Research (Conversations 2020)	
	Towards Adaptive Conversational Agents	2018
	University of California, Merced	
	Understanding and Designing for Information Behavior Nudging	2016
	School of Informatics and Computing, Indiana University Bloomington	
	School of Library and Information Science, University of North Carolina at Chapel Hill	
	Department of Computer Science & Engineering, Washington University in St. Louis	
	School of Computing, Clemson University	
	IBM T.J. Watson Research Center	
	Breaking Out the Echo Chambers: Designing for Cross-Ideology Discussions Online	2013
	Computational Social Science Seminar, GESIS- Leibniz Institute for the Social Science (Cologne)	
	Bursting the Filter Bubbles: Understanding and Designing for Seeking Diverse Opinion	2013
	TIMAN (text information management and analysis) Research Forum, UIUC	
	Age Differences in Credibility Judgment of Online Health Information	2013
	CSTL (cognitive science of teaching and learning) Seminar, UIUC	
[Invited Panels]	Panel on human-computer cooperation in data science	2021
	KDD 2021 Workshop on Data Science with Human in the Loop	
	Panel on Explainable AI in Industry	2021
	AAAI 2021 Workshop on Explainable Agency in Artificial Intelligence	
	Panel on Interaction Modalities with AI	2018
	Human-Computer Interaction Consortium (HCIC 2018)	
[Teaching]	CS 465: User Interface Design, <i>Teaching Assistant</i>	2013, 2014, 2015
	Instructed and led students to work on design projects. Gave guest lectures. Participated in the design of and graded homework. Instructor: Wai-Tat Fu	
	Psych 358: Human Factors, <i>Lab Instructor</i>	2011
	Instructed design labs for students to gain hands-on experience with usability methods. Instructor: Scarlett Miller	
[Mentoring]	Anna Kawakami (Intern, PhD student at Carnegie Mellon University)	2022
	Valerie Chen (Intern, PhD student at Carnegie Mellon University)	2022
	Vivian Lai (Thesis committee, PhD student at University Colorado Boulder)	2021-2022
	Vikram Mohanty (Thesis committee, PhD student at Virginia Tech)	2021-present
	Qiaosi Wang (Thesis committee, PhD student at Georgia Tech)	2021-present
	Jiao Sun (Intern, PhD student at University of Southern California)	2021
	Upol Ehsan (Intern, PhD student at Georgia Institute of Technology)	2020, 2022
	Soya Park (Intern, PhD student at MIT)	2020
	Shweta Narkar (Intern, PhD student at Rensselaer Polytechnic Institute)	2020
	Xianyou Yang (Thesis committee, M.S student at Rochester Institute of Technology)	2020
	Bhavya Ghai (Intern, PhD student at Stony Brook University)	2019
	Daricia Wilkinson (Intern, PhD student at Clemson University)	2019
	Ana Smith (Intern, PhD student at Cornell University)	2019

Jonathan Dodge (Intern, PhD student at Oregon State University)	2018
Ameneh Shamekhi (Intern, PhD student at Northeastern, dissertation committee)	2017
Tingting Gao (UIUC undergraduate)	2015
Shreya Rao (UIUC undergraduate)	2015
Jing Huang (UIUC undergraduate)	2015
Oskar Zhang (UIUC undergraduate)	2015
Sri Shilpa Mamidi (UIUC undergraduate)	2014
Mingzhu Nie (UIUC undergraduate)	2013
Neil Nijhawan (UIUC undergraduate)	2013

[Services]

Chairing/Editor-in-Chief

- Co-Editor-in-Chief, Springer Human-Computer Interaction Book Series (2021-present)
- Editor, CSCW (2021-present)
- IBM Research Professional Interest Community of human computer interaction and data visualization (2018-2021)

Organizing Committee

- CHI Panel on Responsible Language Technologies: Foreseeing and Mitigating Harms (CHI2022)
- CHI Workshop on Operationalizing Human-Centered Perspectives in Explainable AI (CHI 2021, CHI2022)
- CSCW Panel on Human-Agent Communication: Connecting Research and Development in HCI and AI (CSCW 2019)
- ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2021)
- ACM Conference on Interactive Media Experiences (IMX 2021)
- CHI Workshop on Conversational Agents for Health and Wellbeing (CHI 2020)
- IUI Workshop on User-Aware Conversational Agent (USER2AGENT 2019, 2020)
- ACM Conference on Intelligent User Interface (IUI 2019)
- CSCW Panel on Human-Agent Communication: Connecting Research and Development in HCI and AI (CSCW 2019)
- IEEE International Conference on Healthcare Informatics 2016 (ICHI 2016)
- ICHI 2015 Workshop on Health Information Quality (HealthIQ 2015)

Editorial Board

- Associate Editor for ACM Transactions on Interactive Intelligent Systems (TiiS) (2019-2021, first as a distinguished reviewer)
- Associate Editor for International Journal of Human-Computer Studies (2019-2021)
- Guest Editor for ACM Transactions on Interactive Intelligent Systems (TiiS) Special Issue on Human-Centered Explainable AI (2021-2022)
- Guest Editor for ACM Transactions on Interactive Intelligent Systems (TiiS) Special Issue on Conversational Agents for Healthcare and Wellbeing (2020-2021)

Senior Program Committee

- ACM Conference on Intelligent User Interface– Senior Program Committee (IUI2022)
- ACM Conference on Human Factors in Computing Systems – Associate Chair (CHI 2018, CHI 2019, CHI 2020, CHI 2021, CHI2022)
- ACM Conference on Computer Supported Cooperative Work and Social Computing – Associate Chair (CSCW 2018)

Program Committee

- ACM Conference on Fairness, Accountability, and Transparency (FAccT 2021)
- KDD 2020 Workshop on Data Science with Human in the Loop (DaSH 2020)

- ACM International Conference on Supporting Group Work (GROUP 2020)
- European Conference on Computer-Supported Cooperative Work (ECSCW 2019)
- AAAI Conference on Artificial Intelligence (AAAI 2018)
- ACM Conference on Intelligent User Interface (IUI 2016, IUI 2017, IUI 2018, IUI 2019)
- International Joint Conference on Artificial Intelligence (IJCAI 2017, IJCAI 2018)
- ACM Conference on Human Factors in Computing Systems – Associate Chair for Late-Breaking Work category (CHI 2016)
- International Conference on Social Informatics (SocInfo 2016, SocInfo 2017)
- IEEE Human Computing and Social Computing Symposium (HCSC 2016, 2017)
- IEEE International Conference on Healthcare Informatics 2015 (ICHI 2015)
- ACM Conference on Hypertext and Social Media (Hypertext 2015)
- ACM WebSci 2014 Workshop on Computational Approach to Social Modeling

Reviewer

- ACM Transactions on Computer-Human Interaction (TOCHI)
- IEEE Transactions on Human-Machine Systems
- Journal of Biomedical Informatics
- International Journal of Human-Computer Studies
- Transactions on Human-Robot Interaction
- PLOS ONE
- ACM Conference on Human Factors in Computing Systems (CHI 2012, 2013, 2014, 2015, 2016, 2017)
- ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2014, 2015, 2016, 2017, 2018)
- ACM Conference on Intelligent User Interfaces (IUI 2016, 2017)
- International World Wide Web Conference (WWW 2015)
- ACM/IEEE International Conference on Human-Robot Interaction

Conference Student Volunteer

- CHI 2010, 2012, 2013