



# TIANYING CHEN

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## SUMMARY

Human-computer interaction PhD student with 7+ years of human behavioral research experience

**Research areas:** social computing, privacy and security, user-centered research and design

**Skills:** surveys, experiments, interviews, stat analysis, usability, cross-functional collaborations

## EDUCATION

2018 – Present  
(Expected 2023)

### **Ph.D. in Human-Computer Interaction**

Carnegie Mellon University, Pittsburgh, PA; GPA: 3.78

Advisors: Profs. Laura Dabbish, Robert Kraut

2015 – 2017

### **Master of Science in Information**

University of Michigan, Ann Arbor, MI; GPA: 3.93

2011 – 2014

### **Bachelor of Science in Psychology**

University of Washington, Seattle, WA; GPA: 3.96

Summa cum Laude (top 0.5%)

## RESEARCH EXPERIENCE

06/2019 – Present

### **Scaffolding online peer-support conversations**

with: Profs. Laura Dabbish, Robert Kraut

Understanding novice user's strategies and challenges faced when using online peer-support platforms by analyzing interviews and conversation transcripts. Designing tools to allow users to have more effective support interactions online. (c5)

09/2018 – Present

### **Theory-Driven Design Approach for Cybersecurity Games**

with: Profs. Laura Dabbish, Jessica Hammer

Designed a digital game using self-efficacy theory to encourage users to adopt cybersecurity protection methods. Evaluation showed that game features that address risk communication, skill development, and guided practice led to a 14% increase in self-efficacy for security tools adoption method and 8% increase in security awareness. (c4, p6)

09/2018 – 05/2019

### **Peer Feedback in the Game Industry**

with: Prof. Jessica Hammer, Amy Cook, Erik Harpstead

Investigated the process of peer feedback in the game industry and the

challenges that game designers face in the process. Proposed a six-stage process for the feedback cycle for game studios to formalize their understanding of their design process, as well as tailoring the process to their needs. (c3)

07/2017 - 04/2018

### **Retributive Justice Online**

with: Profs. Sarita Schoenebeck, Cliff Lampe; Lindsay Blackwell  
Investigated under what circumstances online harassments are perceived as justified using survey and eye-tracking. Results showed that online users perceive harassment as justified against targets who have committed prior offense. Suggested designing platforms that encourage restorative justice as a potential mitigation technique. (c2)

09/2017 - 03/2018

### **Supporting Job Search for Underprivileged Population**

with: Prof. Tawanna Dillahunt  
Designed evaluation methods for the effectiveness of a job search tool designed for the underprivileged population.

12/2015 - 05/2016

### **Family Technology Use Online**

with: Prof. Sarita Schoenebeck; Carol Moser  
Investigated differences between the perception of technology use from children's and parent's perspectives. Found that children and parents disagree on the permission-seeking process about parents posting about their children on social media platforms. Suggested design strategies that encourage parents and children work collaboratively in posting content on social media. (c1)

12/2012 - 06/2015

### **Dialectical Behavioral Therapy Dissemination Research**

with: Prof. Marsha Linehan; Drs. Maria V. Navarro, Yevgeny Botanov  
Investigated the effectiveness of Dialectical Behavioral Therapy dissemination programs and predictors for successful local therapy implementation. (p1-p4, j1).

## **RESEARCH SUPPORT**

### **Interactive Training for Motivational Interviewing**

Highmark Health (\$246,595)

Assisted preparation with Profs. Laura Dabbish, and Robert Kraut

## **PUBLICATIONS**

### **PEER REVIEWED CONFERENCE PAPERS**

[c5] (In review) **Tianying Chen**, Kristy Zhang, Robert Kraut, Laura Dabbish. "Scaffolding the



Online Support Experience: Novice Supporters' Strategies and Challenges." Submitted to The ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW 2021)

[c4] **Tianying Chen**, Margot Stewart, Zhiyu Bai, Eileen Chen, Laura Dabbish, Jessica Hammer. "Hacked Time: Design and Evaluation of a Self-Efficacy Based Cybersecurity Game." The ACM Conference on Designing Interactive Systems (DIS 2020, Acceptance Rate: 24%)

[c3] Joseph Seering, Ray Mayol, Erik Harpstead, **Tianying Chen**, Amy Cook, Jessica Hammer. "Peer Feedback Processes in the Game Industry." The ACM Symposium on Computer-Human Interaction in Play (CHI-PLAY 2019, Acceptance Rate: 28%).

[c2] Lindsay Blackwell, **Tianying Chen**, Sarita Yardi, Cliff Lampe. "When Online Harassment is Perceived to be Justified." International AAAI Conference on Web and Social Media (ICWSM 2018, Acceptance Rate: 16%).

[c1] Carol Moser, **Tianying Chen**, Sarita Yardi. "Parents' and Children's Preferences about Parents Sharing about Children on Social Media" The ACM Conference on Computer-Human Interaction (CHI 2017, Acceptance Rate: 25%).

#### JOURNAL PUBLICATIONS

[j1] Maria V. Navarro, Melanie Harned, Kathryn Korslund, **Tianying Chen**, Anthony DuBose, Marsha Linehan. "Predictors of Adoption and Reach Following Dialectical Behavior Therapy Intensive Training", Community Mental Health Journal, March 05, 2018.

#### TALKS AND POSTERS

[p6] **Tianying Chen**, Zhiyu Bai, Eileen Chen, Margot Stewart, Jessica Hammer, Laura Dabbish. "Self-Efficacy-Based Game Design to Encourage Security Behavior Online", Poster, The ACM Conference on Computer-Human Interaction (CHI 2019, Acceptance Rate: 42%).

[p5] **Tianying Chen**. "Contributing to an Open-source Software Community as a Student." Presentation, Open Apero Conference (2016).

[p4] **Tianying Chen**, Beverly Kikuta, Yevgeny Botanov, Marsha Linehan. "Measuring Burnout in Therapists Receiving DBT Training." Poster, University of Washington Undergraduate Research Symposium (2015).

[p3] Yevgeny Botanov, Beverly Kikuta, **Tianying Chen**, Maria V. Navarro, Melanie Harned, Anthony DuBose, Kathryn Korslund, Marsha Linehan. "Attitudes Toward Evidence-Based Practices Across Therapeutic Orientations." Poster, Third Biennial Society for Implementation Research Collaboration Conference (2015).

[p2] Melanie Harned, Maria V. Navarro, Kathryn Korslund, **Tianying Chen**, Anthony DuBose, Andre Ivanoff, Marsha Linehan. "Predictors of Implementation after DBT Intensive Training." Poster, Association for Behavioral and Cognitive Therapies 49th Annual Convention (2015).



[p1] Maria V. Navarro, Magda Rodriguez, Kathryn Korslund, **Tianying Chen**, Max Liebowitz, Marsha Linehan. "Evaluation of the DBT Clinician-Scientist Training Program." Poster, Western Psychological Association 94th Annual Convention (2014).

## WORK EXPERIENCE

06/2016 - 08/2016

### UX Design Intern

TP-Link Research America, San Jose, CA

Worked on conceptual development of product. Produced information architecture for new features. Provided high-fidelity interface mockups. Conducted user research to validate design decisions.

09/2016 - 05/2017

### Lead Designer

Design Clinic, Ann Arbor MI

Lead a team of 5 to redesign web app for client. Conducted user research to optimize design. Provided client with mockups and prototypes.

12/2012 - 06/2015

### Data Coordinator / Project Coordinator

Behavioral Research and Therapy Clinics, Seattle, WA

Managed database for NIMH grant R-01 and R-25 research studies and provided report and analysis on data collected. Supervised and trained a team of 10 students each quarter in data entry, cleaning and administrative tasks. Developed web tools for disseminating class materials as well as evaluation measures.

## SKILLS

### Technical Skills

Java, Python, C#, Unity, HTML, CSS, Javascript, PHP, MySQL, SPSS, Adobe Creative Suite

### Research Skills

Experiment design, structured interview, survey design, contextual inquiry, user study, heuristic evaluation, quantitative data analysis (ANOVA, regression, correlation, Chi-square), quantitative data analysis (grounded theory)

### Language Skills

English, Chinese (native), Spanish (highly fluent), French, German

## AWARDS AND HONORS

2015-2017

University of Michigan School of Information Scholarship (\$40,000)

2013-2014

Robert N. Chang Foundation Scholarship (\$9,000)

2011-2014

Annual Dean's List