Q. Vera Liao

Principal Researcher
Microsoft Research

veraliao@microsoft.com

[Research Interests] Human-computer interaction, human-AI interaction, AI explainability and transparency, responsible AI, FATE, conversational AI

[Employment]	**Microsoft Research,** Montreal, Canada	10/2021-present
	Principal Research, FATE (fairness, accountability, transparency, and ethics in AI) Group	
	Research on FATE topics, focusing on responsible language technologies and generative AI.	
	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. 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	
	Palo Alto Research Center (PARC), Palo Alto, CA	05/2014-08/2014
	Research Intern	
	GESIS- – Leibniz-Institute for the Social Sciences, Cologne, Germany	09/2014-12/2014
	Visiting Researcher	
	Palo Alto Research Center (PARC), Palo Alto, CA	05/2011-08/2011
	Research Intern	
	NetEase, Inc., Guangzhou, China	05/2008-07/2008
	User Experience Intern	
[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&Grants]	**MSR AI & Society Fellows Program** (PI w/ Kate Crawford, Gonzalo Ramos)	2023
	"Creative-Centered AI: Opportunities and Challenges at the Intersection of Creatives, AI and Society"	
	ICML 2023 Workshop on AI+ HCI Best Paper Award Honorable Mention (W.12)	2023
	10th AAAI Conference on Human Computation and Crowdsourcing	
	MSR & MILA Research Grant (PI w/ AJung Moon, $75,000)	2022
	"Investigating Interaction-Based Harms in AI Systems"	
	AAAI HCOMP 2022 Best Paper Award Honorable Mention (C.39)	2022
	10th AAAI Conference on Human Computation and Crowdsourcing	
	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) 2020
32nd ACM Conference on Human Factors in Computing Systems

Invited Young Researcher 2020
Heidelberg Laureate Forum 2020

IUI 2019 Outstanding Paper Award (C.26) 2019
24th ACM Conference on Intelligent User Interface

CHI Excellent Reviewer 2017
32nd ACM Conference on Human Factors in Computing Systems

CHI 2014 Best Paper Award Honorable Mention (C.13) 2014
32nd ACM Conference on Human Factors in Computing Systems

3rd Place in ACM Student Research Competition (P.2) 2011
ACM CHI Conference 2011, Vancouver, BC

[Publications] **Peer Reviewed Conference Papers**

* Note: conferences are primary publication venues for Computer Science and HCI research. Most of my papers' authorship is ordered by contribution. I am often the second author for interns' work where I was the lead mentor.

C.51 Generative Echo Chamber? Effect of LLM-Powered Search Systems on Diverse Information Seeking
Nikhil Sharma, **Q Vera Liao**, Ziang Xiao
ACM Conference on Human Factors in Computing Systems (CHI 2024)

C.50 The who in explainable ai: How ai background shapes perceptions of ai explanations
Upol Ehsan, Samir Passi, Q Vera Liao, Larry Chan, I Lee, Michael Muller, Mark O Riedl
ACM Conference on Human Factors in Computing Systems (CHI 2024)

C.49 Seamful XAI: Operationalizing Seamful Design in Explainable AI
Upol Ehsan, **Q Vera Liao**, Samir Passi, Mark Riedl, Hal Daume III
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW2024)

C.48 Evaluating Evaluation Metrics: A Framework for Analyzing NLG Evaluation Metrics using Measurement Theory
Ziang Xiao, Susu Zhang, Vivian Lai, **Q Vera Liao**
Conference on Empirical Methods in Natural Language Processing (EMNLP 2023)

C.47 Understanding the Role of Human Intuition on Reliance in Human-AI Decision-Making with Explanations
Valerie Chen, **Q. Vera Liao**, Jennifer Wortman Vaughan, Gagan Bansal
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW2023)

C.46 Selective Explanation: Leveraging Human Input to Align Explainable AI
Vivian Lai, Yiming Zhang, Chacha Chen, **Q. Vera Liao**, Chenhao Tan
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW2023)

C.45 Sensing Wellbeing in the Workplace, Why and For Whom? Envisioning Impacts with Organizational Stakeholders
Anna Kawakami, Shreya Chowdhary, Shamsi T. Iqbal, **Q. Vera Liao**, Alexandra Olteanu, Jina Suh, Koustuv Saha
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW2023)

C.44 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
ACM Conference on Fairness, Accountability, and Transparency (FAccT 2023)

C.43 Designerly Understanding: Information Needs for Model Transparency to Support Design
Ideation for AI-Powered User Experience
Q. Vera Liao, Hariharan Subramonyam, Jennifer Wang, Jennifer Wortman Vaughan
ACM Conference on Human Factors in Computing Systems (CHI 2023)

C.42 fAIlureNotes: Supporting Designers in Understanding the Limits of AI Models for Computer
Vision Tasks
Steven Moore, **Q. Vera Liao,** Hariharan Subramonyam
ACM Conference on Human Factors in Computing Systems (CHI 2023)

C.41 Powering an AI Chatbot with Expert Sourcing to Support Credible Information Access
Ziang Xiao, Q. Vera Liao, Michelle Zhou, Tyrone ndre Grandison, Yunyao Li
ACM International Conference on Intelligent User Interface (IUI 2023)

C.40 Understanding Uncertainty: How Lay Decision-makers Perceive and Interpret Uncertainty in
Human-AI Decision Making
Snehal Prabhudesai, Sumit Asthana, Leyao Yang, Xun Huan **Q. Vera Liao**, Nikola Banovic
ACM International Conference on Intelligent User Interface (IUI 2023)

C.39 Connecting Algorithmic Research and Usage Contexts: A Perspective of Contextualized
Evaluation for Explainable AI
Q. Vera Liao Q. Vera Liao, Yunfeng Zhang, Ronny Luss, Finale Doshi-Velez, Amit Dhurandhar
AAAI Conference on Human Computation and Crowdsourcing (HCOMP 2022)
* Best Paper Award Honorable Mention

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 (FAccT 2022)

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

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)

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-eer 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

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 Zhu, 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.12 Rethinking Model Evaluation as Narrowing the Socio-Technical Gap
Q. Vera Liao, Ziang Xiao
ICML 2023 Workshop on AI+HCI
*** Best Paper Award Honorable Mention**

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
CHI 2021 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
CHI 2021 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.7 Supporting Qualitative Analysis with Large Language Models: Combining Codebook with GPT-3 for Deductive Coding
Ziang Xiao, Xingdi Yuan, **Q. Vera Liao**, Rania Abdelghani, Pierre-Yves Oudeyer
Human-Computer Interaction Consortium (HCIC 2018)

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.13 "I'm Not Sure, But...": Examining the Impact of LLM's Uncertainty Expression on User Reliance and Trust
      Sunnie Kim, Jennifer Wortman Vaughan, **Q Vera Liao**, Mihaela Vorvoreanu, Steph Bellard

WP.12 "Because I did most of the work": Seeing Authenticity in Creative Writing with LLM
      Angel Hsing-Chi Hwang, **Q Vera Liao**, Su Lin Blodgett, Alexandra Oltaunu, Adam Trischler

WP.11 Canvil: Supporting Designers to Adapt LLMs as Design Materials
      Kevin Feng, **Q Vera Liao**, Ziang Xiao, Jennifer Wortman Vaughan

WP.10 Generative Echo Chamber? Effect of LLM-Powered Search Systems on Information Seeking
      Nikhil Sharma, **Q Vera Liao**, Ziang Xiao

WP.9 AI Transparency in the Age of LLMs: A Human-Centered Research Roadmap
      Q Vera Liao, Jennifer Wortman Vaughan

WP.8 Why is AI not a Panacea for Data Workers? An Interview Study on Human-AI Collaboration in Data Storytelling
      Haotian Li, Yun Wang, **Q Vera Liao**, Huamin Qu

WP.7 Generation Probabilities Are Not Enough: Exploring the Effectiveness of Uncertainty Highlighting in AI-Powered Code Completions
      Helena Vasconcelos, Gagan Bansal, Adam Fourney, **Q Vera Liao**, Jennifer Wortman Vaughan

WP.6 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.11 Precise chatbot-training system (filed)

          Qingzi Liao, Biplav Srivastava, Yunfeng Zhang, Rachel Katherine Emma Bellamy

          PA.10 Conversational agent counterfactual simulation (filled)

          Vera Liao, Yunfeng Zhang, Stephanie Houde

PA.9 Providing ai explanations based on task context (filled)
   Vera Liao, Yunfeng Zhang, Jorge Andres Moros Ortiz, Amit Dhurandhar, Ronny Luss

PA.8 Increasing trust formation and reduce oversight costs for autonomous agents   2023
   John Thomas Richards, David John Pirokowski, Stephanie Houde, Yunfeng Zhang, **Qingzi Liao**, Rachel Katherine Emma Ballamy

PA.7 Integrating multiple domain problem solving in a dialog system for a user   2022
   Adi I. Botea, Oznur Alkan, Elizabeth Daly, Matthew Davis, Akihiro Kishimoto, **Vera Liao**, Radu Marinescu, Biplav Srivastava, Kartik Talamadupula, Yunfeng Zhang

PA.6 Using a dialog system for integrating multiple domain learning and problem solving   2022
   Akihiro Kishimoto, Oznur Alkan, Adi Botea, Elizabeth Daly, Matthew Davis, **Vera Liao**, Radu Marinescu, Biplav Srivastava, Kartik Talamadupula, Yunfeng Zhang

PA.5 Adapting dialog models by relevance value for concepts to complete a task   2022
   Song Feng, **Qingzi Liao**, Luis A. Lastras-Montano, Robert G. Farrell, Ana Smith

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 AI Transparency: Lessons Learned and Open Questions for LLMs**   2023
Keynote @ Computational Interaction Summer School 2023
Keynote @ ICML 2023 Workshop on AI+HCI
Invited talk @ Department of Computer Science, Brown University
Distinguished Lecture Series @ Department of Computer Science, JHU
Distinguished Speaker Series @ University of Chicago DSI

Towards Human-Compatible Explainable AI   2023-2024
Invited talk @ CVPR 2023 Workshop on Explainable AI
Keynote @ ACM ICAIF Workshop on Explainable AI in Finance
(upcoming) NIST AI Metrology Colloquium Series
(upcoming) UK AI Safety Institute

AI Explainability and Transparency   2023
Guest speaker on The Gradient: Perspectives on AI Podcast

Moving from Algorithms to Explainable ML UX   2023
Guest speaker on Experiencing Data Podcast

Human-Centered Explainable AI: From Algorithms to User Experiences   2021-2023
MIT CSAIL HCI Seminar
Stanford HCI Seminar
NEC Lab
Distinguished Lecture Series @ Department of Computer Science, University of Toronto
Responsible Data Science and AI Speaker Series @ UIUC iSchool
Princeton HCI conversation
Keynote @ IJCAI 2022 Workshop on Explainable AI
Keynote @ CVPR 2022 workshop on Human-centered Intelligent Services Safety and Trustworthy

Responsible AI Seminar @ Nokia Bell Labs
Keynote@ Mobilit.AI
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

From trustworthy AI to appropriate trust: lessons from human-centered explainable AI   2022
Invited talk @ KDD 2022 Trustworthy AI Day

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, 4th 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 LLMs and the Infrastructure of CSCW**   2023
ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW2023)

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]	(upcoming) **EMNLP 2024 Tutorial on Human-Centered Evaluation of Language Tech**	2024
	CHI 2023 Tutorial on HCI and AI	2023
	NeurIPS 2022 Tutorial on Algorithmic Fairness at the Intersection	2022
	NAACL 2022 Tutorial on Human-Centered Evaluation of Explanation	2022
	CHI 2021 Tutorial on Intro to Explainable AI	2021
	CS 465: User Interface Design, *Teaching Assistant*	2013, 2014, 2015
	Psych 358: Human Factors, *Lab Instructor*	2011

[Mentoring]	Angel Hwang (Intern, PhD student at Cornell University)	2023
	Sunnie S.Y. Kim (Intern, PhD student at Princeton University)	2023
	Kevin Feng (Intern, PhD student at University of Washington)	2023
	Ekaterina Svikhnushina (Thesis committee, PhD student at EPFL)	2023
	Kalpani Anuradha Welivita (Thesis committee, PhD student at EPFL)	2023
	Qingxiao Zheng (Thesis committee, PhD student at UIUC)	2023-present
	Chacha Chen (Thesis committee, PhD student at University of Chicago)	2023
	Shalaleh Rismani (Mentee through MSR & Mila Research Grant)	2023
	Anna Kawakami (Intern, PhD student at Carnegie Mellon University)	2022
	Valerie Chen (Intern, PhD student at Carnegie Mellon University)	2022
	Helena Vasconcelos (Intern, Undergraduate student at Stanford University)	2022
	Vivian Lai (Thesis committee, PhD student at University Colorado Boulder)	2021-2022
	Vikram Mohanty (Thesis committee, PhD student at Virginia Tech)	2021-2023
	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, Thesis Committee, 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, Thesis committee, 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, Thesis committee, PhD student at Northeastern)	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]   **Grant Review**
   NSF Information and Intelligent Systems Division review panel (2021-2024)
   Natural Sciences and Engineering Research Council of Canada (2023)
Chairing/Editor
   Co-Editor-in-Chief, Springer Human-Computer Interaction Book Series (2021-present)
   Editor, ACM CSCW (2021-present)
   Program Chair, ACM IUI (2025)
   Sub-Committee Chair, "Understanding People: Quantitative" Sub-Committee of CHI (2023)
   Area Chair, ACM FAccT (2023, 2024)
   Chair, IBM Research Professional Interest Community of HCI (2018-2021)
Organizing Committee
   KDD AI for Open Society Day (KDD2023)
   CHI Workshop on Generative AI and HCI (CHI2023)
   CHI Special Interest Group on Human-Centered Responsible AI (CHI2023)
   NeurIPS Workshop on Human-Centered AI (NeurIPS 2022)
   CHI Panel on Responsible Language Technologies: Foreseeing and Mitigating Harms (CHI2022)
   CHI Workshop on Human-Centered Explainable AI (CHI 2021, CHI2022)
   CSCW Panel on Human-Agent Communication: Connecting 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)
   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-present)
   Associate Editor for International Journal of Human-Computer Studies (2019-2021)
   Guest Editor for ACM TiiS Special Issue on Human-Centered Explainable AI (2021-2022)
   Guest Editor for ACM 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