

## Research Interests

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I am an **interdisciplinary HCI/UX researcher** with research experience & interest in **digital health interventions, well-being & healing, care work**, and **ethics/survivor-centered approaches in AI & design**.

I am currently using **design and community-based participatory research methods** with local nonprofits to co-design interventions that address mental health, well-being, and burnout.

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## Education

- Sept. 2021 - Jun. 2026  
(expected) **Ph.D. in Technology & Social Behavior**  
Northwestern University | Evanston, IL | GPA: 3.99  
• *Advisor: Dr. Maia Jacobs*
- Jan. 2020 - Dec. 2020 **Master of Human-Computer Interaction (MHCI), Accelerated Program**  
Carnegie Mellon University | Pittsburgh, PA | GPA: 3.78
- Aug. 2016 - May 2020 **Bachelor of Humanities & Arts (BHA), with Additional Major in Human-Computer Interaction**  
Carnegie Mellon University | Pittsburgh, PA | GPA: 3.76  
• *Concentrations in Economics & Music Harp Performance*  
• *University Honors & College Honors*

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## Publications

- 2024  
[under review] **Connie W. Chau**, Hannah Studd, Stefany Cruz, Denise Huang, Colleen Norton, Kaylee Kruzan, Maia Jacobs. “Burnout, trauma, and support: Understanding design needs of burnout interventions with, and for, for advocates in gender-based violence service provision”.
- 2024  
[under review] **Connie W. Chau**, Hannah Studd, Denise Huang, Colleen Norton, Kaylee Kruzan, and Maia Jacobs. “Envisioning the future of burnout support: Understanding frontline workers’ experiences in nonprofit gender-based violence organizations”.
- 2023  
**CHI** **Connie W. Chau** and Elizabeth M. Gerber. “On Hackathons: A Multidisciplinary Literature Review”. Hamburg, Germany.
- 2023  
**CHI** Stefany Cruz, Alexander Redding, **Connie W. Chau**, Claire Lu, Julia Persche, Josiah Hester, and Maia Jacobs. “EquityWare: Co-Designing Wearables With And For Low Income Communities In The U.S.”. Hamburg, Germany.
- 2022  
**CSCW** **Connie W. Chau**, Kenneth Holstein, and Michael Madaio. “Part of the Conversation: Workforce Professionals’ Perspectives on the Roles and Impacts of Workforce Technologies”. Virtual.

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## Workshop Papers, Posters & Presentations

- Oct. 2023  
[paper] **Connie W. Chau**, Hannah Studd, Kaylee Kruzan, Maia Jacobs. “Towards trauma-informed interventions with & for secondary traumatic stress (STS) for advocates

in gender-based violence”. *Workshop on Trauma-Informed Design: A Collaborative Approach to Building Safer Online Spaces* at CSCW ‘23. Minneapolis, MN, USA.

Apr. 2023  
[paper & presentation]

**Connie W. Chau**, Hannah Studd, Kaylee P. Kruzan, Maia Jacobs. “From self to community care: The need for multilevel interventions to address advocate burnout in gender-based violence”. *Workgroup on Interactive Systems in Healthcare (WISH) at CHI ‘23*. Hamburg, Germany.

Apr. 2023  
[poster]

**Connie W. Chau**, Kaylee P. Kruzan, Maia Jacobs. “Co-designing Interventions for Burnout with Community Organizations in Gender-based Violence”. *Grad Cohort Workshop for Women*. San Francisco, California.

Mar. 2023  
[presentation]

**Connie W. Chau**, Kaylee P. Kruzan, Maia Jacobs. “Co-designing Interventions for Burnout with Community Organizations in Gender-based Violence”. *Grad Cohort Workshop for Inclusion, Diversity, Equity, Accessibility, and Leadership Skills (IDEALS)*. Honolulu, Hawaii.

Oct. 2022  
[poster]

**Connie W. Chau**, Kaylee P. Kruzan, Maia Jacobs. “Co-designing Burnout Interventions with Frontline Health Workers”. *2022 Lambert Conference on the Future of Human Computer Interaction + Design*. Evanston, IL.

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## Invited Talks & Community-Engaged Work

Jan. 2024  
Jun. & Apr. 2023  
[trainings]

“Technology-Facilitated Abuse: Recognition, Protection, & Prevention”.  
**Centralized Training Institute, The Network: Advocating Against Domestic Violence**. (250+ participants reached)

Sept. 2023

“GEO Community Practicum: Exploring the link between public scholarship & academic research”. **CSPAC Student Seminar Series, Northwestern University**.

Sept. 2023

“Co-designing Interventions for Reducing Burnout with Community Organizations in Gender-based Violence”. **Introduction to Graduate Education (IGEN) Program, Northwestern University**.

Jun. 2023  
[video project]

“Technology-Facilitated Gender-Based Violence”. **The Network: Advocating Against Domestic Violence**.

Apr. 2023

“Co-designing Interventions for Reducing Burnout with Community Organizations in Gender-based Violence”. **Bouchet Honor Society 3MT Speaker Series**.

Mar. 2023

“Online Abuse Training”. **Reclaiming Our Love: Social Justice & Domestic Violence, 3rd Virtual Conference, The Network: Advocating Against Domestic Violence**.

Jan. 2023  
[local newsletter]

**Connie W. Chau** & Denise Huang. “Technology-Facilitated Abuse & Gender-Based Violence”. **Chin-Jung, KAN-WIN Newsletter 2023-24**. (published in 5 languages)

Jun. & Aug. 2022  
[training]

“Technology, Gender-based Violence, and the Law in Illinois” & “Technology & Gender-based Violence”. **KAN-WIN**.

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## Previous Research Experience

Jan. 2021 - Sept. 2021

**Research Associate** | Carnegie Mellon University  
Co-designing Effective Human-Algorithm Collaborations for Suicide Risk

Assessment with Clinicians, Teens, and Families, *Advisor: Dr. Kenneth Holstein*

- Led, designed & conducted participatory co-design speed dating storyboard sessions with young adults, clinicians, and parents surrounding the use of algorithms in assessing suicide risk in adolescent patients

Jan. 2020 - Aug. 2020

**Co-Research Lead** | The Oasis Recovery Center

“LiveLine” MHCI Capstone Project, *Mentors: Raelin Musuraca & Jonathan Brown*

- Led human-centered design research strategies, protocols, & insights for the design of technology-based solutions in addiction and recovery
- Designed a community livestreaming platform for young adults struggling with substance use to foster a community of support & accountability

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## Industry Experience

Jan. 2022 - Feb. 2024

**Technology Consultant (Contractor)** | Chicago, IL

The Network: Advocating Against Domestic Violence

- Synthesized research developments in technology relevant to domestic violence (e.g., AI, chatbots, wearables) for clients & developed educational video content on technology-facilitated abuse (TFA)
- Created & facilitated updated & improved TFA trainings to The Network’s 40+ member organizations (250+ participants reached)

Mar. 2022 - Jun. 2022

**Community Engagement Intern** | Chicago, IL (Remote)

KAN-WIN

- Led workshops and a technology literacy guide project to inform internal staff and the wider community about technology-facilitated abuse and gender-based violence (GBV)
- Updated youth programming material to include academic abuse and technology-facilitated abuse & the intersection of tech and GBV

Jun. 2019 - Aug. 2019

**Human Sciences (Design) Intern** | Pittsburgh, PA

MAYA Design / BCG Platinion

- Collected & synthesized data from contextual inquiries, interviews, & focus groups for a multinational technology company client case
- Developed & refined concepts designing the future of work that would redefine the workplace experience of client’s 160k+ employees worldwide

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## Teaching Experience

Jan. 2023 - Mar. 2023

**Teaching Assistant** | Northwestern University

COMP\_SCI 329, HCI Studio, *Instructor: Dr. Maia Jacobs*

- Supported design activities, independently led 2 classes, and provided feedback on design projects for 50 students

Jun. 2022 - Aug. 2022

**Teaching Assistant & Grader** | Northwestern University

MBAi 430-0, Human-Computer Interaction & Design Thinking, *Instructor: Becky Carlson*

- Supported the organization and creation of a 5-week group project-oriented course curriculum for ~50 students in the MBAi program at the Kellogg School of Management

Aug. 2020 - Dec. 2020 **Teaching Assistant & Grader** | Carnegie Mellon University  
05-413/813 Human Factors, *Instructor: Dr. Laura Dabbish*

- Helped facilitate and improve remote learning for ~40 students
- Provided feedback to students on a variety of human factors concepts (fault tree diagrams, cognitive task analysis, etc.) in homework, exams, and projects

Aug. 2019 - Dec. 2019 **Course Assistant** | Carnegie Mellon University  
05-300 HCI Proseminar, *Instructor: Dr. Vincent Aleven*

- Developed course curriculum with the Director of Undergraduate Programs in HCI on a new course for undergraduates to promote research and career opportunities in HCI
- Coordinated weekly seminar discussions with professors, provided feedback on weekly reflections, and organized a portfolio review session

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## Honors & Awards

Sept. 2023 - present **NU Tech Ethics Fellowship, Faculty Liaison** | Northwestern Computer Science

Mar. 2023 **Edward A. Bouchet Honor Society Inductee** | Northwestern University Chapter

Feb. 2023 **Ford Foundation Honorable Mention** | Predoctoral Fellowship

Sept. 2022 - Jun. 2023 **Segal Design Institute Fellowship** | Northwestern University

2020 **Senior Leadership Recognition Award** | Carnegie Mellon University

2019 **Small Undergraduate Research Award (SURG)** | Carnegie Mellon University

2018, 2020 **Grace Hopper Celebration (GHC) Sponsorship** | Carnegie Mellon University

2016 - 2020 **Institutional Merit Scholarship** | Carnegie Mellon University

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## Activities

Feb. 2024 - present **LotusLink Volunteer** | Domestic Violence Resource Project

May 2023 - present **Student Member** | Computer Science PhD Advisory Council (NU)

Aug. 2022 - present **Student Committee Member** | Future of Health & Computing Collective (NU)

Jun. 2022 - present **Volunteer** | KAN-WIN

Jan. 2022 - present **Board Member** | ResilientNU

Oct. 2021 - present **Mentor** | Graduate Society of Women Engineers (NU GradSWE)

Jun. 2019 - present **Fellow, Mentor** | Rewriting the Code, Women in Technology

Oct. 2021 - Jun. 2022 **Information Manager** | Indivisible Northwestern

Jul. 2020 - Dec. 2020 **Graduate Member** | Master's Advisory Committee & Search Committee for Dean for Diversity, Equity & Inclusion at the School of Computer Science (CMU)

Jun. 2020 - present **Online Peer Support Mentor** | Domestic Abuse Survivor Help

Oct. 2020 **Student Volunteer** | ACM ASSETS 2020

Aug. 2020 - Dec. 2020 **Co-creator & Co-host** | "NOMADS: The HCI Podcast"