Smit Desai

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RESEARCH SUMMARY

I direct the **CHAI Lab** (Conversational Human-AI Interactions) at Northeastern University, where we study how people interact with and perceive conversational AI as a lens for gaining deeper insight into human behavior, experiences, and needs. My research sits at the intersection of Human-Centered AI (HCAI), Conversational AI, and Design, organized around three interconnected dimensions: *understanding* how people think about and make sense of conversational systems; *creating* human-centered solutions that support learning, decision-making, and meaningful interaction across contexts ranging from healthcare and wellbeing to education and aging; and *refining* these systems through iterative, experience-driven design. Methodologically, I combine qualitative inquiry, participatory design, and quantitative controlled experiments.

APPOINTMENT

Northeastern University, Boston, MA — July 2025 – Present
Assistant Professor, College of Arts, Media and Design
Director, CHAI Lab (Conversational Human-AI Interactions)
Faculty Affiliate, Khoury College of Computer Sciences

EDUCATION

Ph.D. in Information Sciences — August 2018 – August 2024
University of Illinois, Urbana-Champaign — *Advisor: Dr. Michael Twidale*

M.S. in Information Management — August 2016 – May 2018
University of Illinois, Urbana-Champaign

B.E. in Computer Engineering — August 2011 – May 2015
Gujarat Technological University, India

PROFESSIONAL EXPERIENCE

Northeastern University — August 2024 – July 2025
Postdoctoral Research Associate — *Mentor: Dr. Dakuo Wang*

University of Luxembourg — February 2024 – March 2024
Visiting Researcher — *Mentor: Dr. Luis A. Leiva*

Educational Testing Service (ETS) AI Labs — June 2022 – August 2022
Summer Research Intern — *Supervisor: Dr. Elham Beheshti*

John Deere Technology & Innovation Center — May 2017 – December 2017
User Experience Engineering Intern — *Supervisor: Dr. Cale Darling*

PEER-REVIEWED PUBLICATIONS

[Top-tier venues in Human-Computer Interaction include extensively peer-reviewed conferences such as CHI and CSCW. These highly selective venues are intended for archival papers and are comparable to

journals in visibility, selectivity, and impact.]

[*] *co-first authors*

21. Khadka, S., & **Desai, S.** (2026). Empathy through the Lens of Conversational Agents: A Systematic Review. *Proceedings of the 8th ACM Conference on Conversational User Interfaces (CUI '26)*, 1–22. doi:10.1145/3816046.3816220. **Honorable Mention Award: Top 3% of submissions**

20. **Desai, S.**, Chin, J., Wang, D., Cowan, B. R., & Twidale, M. (2026). Toward Metaphor-Fluid Conversation Design for Voice User Interfaces. *Proceedings of the 8th ACM Conference on Conversational User Interfaces (CUI '26)*, 1–21. doi:10.1145/3816046.3816223

19. Haimovich, A. D., Erion-Barner, G., Nathanson, L. A., Cohen, C., Orcutt, R., **Desai, S.**, Rubins, D., Hwang, U., Taylor, R. A., Shapiro, N. I., Ouchi, K., & Schonberg, M. A. (2026). Improving End-of-Life Screening in the Emergency Department With Collaborative Artificial Intelligence. *Annals of Emergency Medicine*. doi:10.1016/j.annemergmed.2026.05.006

18. Rahman, H., & **Desai, S.** (2026). Vibe Check: Understanding the Effects of LLM-Based Conversational Agents' Personality and Alignment on User Perceptions in Goal-Oriented Tasks. *In Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '26)*. doi:10.1145/3772318.3790388

17. Zhao, M., Yong, Z., Guan, R., Chang, K.-W., Haimovich, A., Ouchi, K., Bickmore, T., Zhang, Z., Yao, B., Wang, D., & **Desai, S.** (2026). Balancing Efficiency and Empathy: Healthcare Providers' Perspectives on AI-Supported Workflows for Serious Illness Conversations in the Emergency Department. *In Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '26)*. doi:10.1145/3772318.3791301

16. Shiozawa, Y., Morton, S., Shirai, N., Oelschlager, H., Kiernat, L., Chary, A. N., Revette, A. C., Haimovich, A., **Desai, S.**, Chang, K.-W., Liu, S. W., Kennedy, M., Schonberg, M. A., & Ouchi, K. (2025). Exploring Patients' Perceptions of an Advance Care Planning Intervention in the Emergency Department: A Qualitative Study. *Academic Emergency Medicine*. doi:10.1111/acem.70109

15. Hu, X.[*], **Desai, S.**[*], Lundy, M., & Chin, J. (2025). Beyond Functionality: Co-Designing Voice User Interfaces for Older Adults' Well-being. *Proceedings of the 7th ACM Conference on Conversational User Interfaces (CUI '25)*, 1–15. doi:10.1145/3719160.3736613

14. **Desai, S.**, Dubiel, M., & Leiva, L. A. (2024). Examining Humanness as a Metaphor to Design Voice User Interfaces. *Proceedings of the 6th ACM Conference on Conversational User Interfaces (CUI '24)*, 1–15. doi:10.1145/3640794.3665535

13. Chin, J.[*], **Desai, S.**[*], Lin, S., & Meija, S. (2024). Like My Aunt Dorothy: Effects of Conversational Styles on Perceptions, Acceptance and Metaphorical Descriptions of Voice Assistants during Later Adulthood. *Proc. ACM Hum.-Comput. Interact.*, 8(CSCW1), 88:1–88:21. doi:10.1145/3637365

12. **Desai, S.**, Hu, X., Lundy, M., & Chin, J. (2023). Using Experience-Based Participatory Approach to Design Interactive Voice User Interfaces for Delivering Physical Activity Programs with Older Adults. *Proceedings of the 11th ACM/IEEE International Conference on Human-Agent Interaction (HAI '23)*. doi:10.1145/3623809.3623827

11. **Desai, S.**, & Chin, J. (2023). OK Google, Let's Learn: Using Voice User Interfaces for Informal Self-Regulated Learning of Health Topics among Younger and Older Adults. *Proceedings of the 2023 CHI Conference on Human Factors in Computing Systems (CHI '23)*. doi:10.1145/3544548.3581507

10. **Desai, S.**, & Twidale, M. (2023). Metaphors in Voice User Interfaces: A Slippery Fish. *ACM Transactions on Computer-Human Interaction (TOCHI)*, 30(6), Article 89, 37 pages.

doi:10.1145/3609326

9. **Desai, S.***, Lundy, M.*, & Chin, J. (2023). "A Painless Way to Learn:" Designing an Interactive Storytelling Voice User Interface to Engage Older Adults in Informal Health Information Learning. *Proceedings of the 5th ACM Conference on Conversational User Interfaces (CUI '23)*. doi:10.1145/3571884.3597141

8. **Desai, S.**, Sharma, T., & Saha, P. (2023). Using ChatGPT in HCI Research: A Trioethnography. *Proceedings of the 5th ACM Conference on Conversational User Interfaces (CUI '23)*. doi:10.1145/3571884.3603755

7. **Desai, S.**, & Twidale, M. (2023). Using Playful Metaphors to Conceptualize Practical Use of ChatGPT: An Autoethnography. *86th Annual Meeting of the Association for Information Science and Technology (ASIS&T)*. doi:10.1002/pra2.816

6. Lundy, M., **Desai, S.**, & Chin, J. (2023). Bridging the Gap Between Designers and Users: Co-designing Health-Related Voice User Interface Experiences with Older Adults. *2023 ALISE Annual Conference*. doi:10.21900/j.alise.2023.1377

5. Chin, J.*, & **Desai, S.*** (2021). Being a Nice Partner: The Effects of Age and Interaction Types on the Perceived Social Abilities of Conversational Agents. *APA Technology, Mind, & Society (TMS) Proceedings 2021*. doi:10.1037/tms0000027

4. **Desai, S.**, & Chin, J. (2020). An Explorative Analysis of the Feasibility of Implementing Metacognitive Strategies in Self-Regulated Learning with Conversational Agents. *Proceedings of the 64th Annual Meeting of the Human Factors and Ergonomics Society (HFES '20)*.

3. Chen, W., Yu, H., Sun, F., Ornob, A., Brisbin, R., Ganguli, A., Vemuri, V., Strzebonski, P., Cui, G., Allen, K. J., **Desai, S. A.**, Lin, W., Nash, D. M., Hirschberg, D. L., Brooks, I., Bashir, R., & Cunningham, B. T. (2017). Mobile Platform for Multiplexed Detection and Differentiation of Disease-Specific Nucleic Acid Sequences, Using Microfluidic Loop-Mediated Isothermal Amplification and Smartphone Detection. *Analytical Chemistry*, 89(21), 11219–11226. doi:10.1021/acs.analchem.7b02478

2. **Desai, S.** (2017). Segmentation and Recognition of Fingers Using Microsoft Kinect. In N. Modi, P. Verma, & B. Trivedi (Eds.), *Proceedings of International Conference on Communication and Networks* (pp. 45–53). Springer.

1. **Desai, S.**, & Desai, A. (2017). Human Computer Interaction Through Hand Gestures for Home Automation Using Microsoft Kinect. In N. Modi, P. Verma, & B. Trivedi (Eds.), *Proceedings of International Conference on Communication and Networks* (pp. 19–29). Springer.

PEER-REVIEWED SHORT PAPERS, WORKSHOPS & EXTENDED ABSTRACTS

19. Kalirai, M., Wei, C. Z., Essmeyer, T., Zargham, N., Höhn, S., **Desai, S.**, Lee, M., Candello, H., & Kuzminykh, A. (2026). Emerging Risks of Conversational AI. *Proceedings of the 8th ACM Conference on Conversational User Interfaces (CUI '26)*, 1–7. doi:10.1145/3816046.3816322

18. Mathur, N., & **Desai, S.** (2026). Explanations as Dialogues: Toward Human-Centered Conversational Explainable AI. *Proceedings of the 8th ACM Conference on Conversational User Interfaces (CUI '26)*, 1–7. doi:10.1145/3816046.3816314

17. Rahman, H., Numata, K., Lai, E. T., Cheriyan, M., Haimovich, A., Ouchi, K., & **Desai, S.** (2026). Exploring the Feasibility and Acceptability of AI-Mediated Serious Illness Conversations in the Emergency Department. *Proceedings of the 2026 ACM Interactive Health Conference (IH '26)*, 1–7. doi:10.1145/3786579.3804967

16. Vaidya, M. A., Bruggeman, R., Chin, J., Das, M., & **Desai, S.** (2026). Finding MeBo: Delivering Reminiscence Therapy for Older Adults Using LLM-Based Voice User Interfaces. *Extended Abstracts of the 2026 CHI Conference on Human Factors in Computing Systems (CHI EA '26)*, 1–6. doi:10.1145/3772363.3798825

15. Zhu, X. T., Liu, X., Harteveld, C., **Desai, S.**, & McGivney, E. (2026). Conversational Successes and Breakdowns in Everyday Smart Glasses Use. *Extended Abstracts of the 2026 CHI Conference on Human Factors in Computing Systems (CHI EA '26)*, 1–6. doi:10.1145/3772363.3798378

14. Mathur, N., Rahman, H., & **Desai, S.** (2026). "Who wants to be nagged by AI?": Investigating the Effects of Agreeableness on Older Adults' Perception of LLM-Based Voice Assistants' Explanations. *Extended Abstracts of the 2026 CHI Conference on Human Factors in Computing Systems (CHI EA '26)*, 1–6. doi:10.1145/3772363.3798685

13. Chen, W.-N., **Desai, S.**, O'Connell, C., Leiser, S., Quinn, K., Muramatsu, N., Marquez, D., O'Brien, C., & Chin, J. (2026). Non-Linear Journeys with Voice Assistants: A Multi-Trajectory Analysis of Older Adults' Long-Term Home Use. *Extended Abstracts of the 2026 CHI Conference on Human Factors in Computing Systems (CHI EA '26)*, 1–6. doi:10.1145/3772363.3799308

12. Abulimiti, A., Peña, P. R., Alizadeh, F., Ahire, S., Candello, H., **Desai, S.**, Edwards, J., He, Y., Higgins, D., Jovane, A., Kraus, M., Laban, G., McDonnell, R., Pérez-Osorio, J., Schneeberger, T., Sin, J., Thejll-Madsen, T., Zargham, N., & Cowan, B. R. (2025). DEBP-PVA: Designing and Evaluating Behavioral Paradigms With Proactive Virtual Agents. *IVA 2025—Adjunct Proceedings of the 25th ACM International Conference on Intelligent Virtual Agents*, 3:1–3:4. doi:10.1145/3742886.3758118

11. Rajmohan, M., **Desai, S.**, & Das, S. (2025). Multi-Tool Analysis of User Interface & Accessibility in Deployed Web-Based Chatbots. *Proceedings of the 7th ACM Conference on Conversational User Interfaces (CUI '25)*, 1–8. doi:10.1145/3719160.3737641

10. **Desai, S.**, Dubiel, M., Zargham, N., Mildner, T., & Spillner, L. (2025). Personas Evolved: Designing Ethical LLM-Based Conversational Agent Personalities. *Proceedings of the 7th ACM Conference on Conversational User Interfaces (CUI '25)*, 1–4. doi:10.1145/3719160.3728624

9. Zargham, N., Dubiel, M., **Desai, S.**, Mildner, T., & Belz, H.-J. (2024). Designing AI Personalities: Enhancing Human-Agent Interaction Through Thoughtful Persona Design. *Proceedings of the International Conference on Mobile and Ubiquitous Multimedia (MUM '24)*, 490–494. doi:10.1145/3701571.3701608

8. Edwards, J., de Araujo, A., **Desai, S.**, de Wit, J., Candello, H., Rough, D. J., Clark, L., Roberts, A.-S., & Cowan, B. R. (2024). EduCUI: The First International Workshop for Conversational User Interfaces in Education. *Proceedings of the 6th ACM Conference on Conversational User Interfaces (CUI '24)*, 1–4. doi:10.1145/3640794.3669997

7. Dubiel, M., **Desai, S.**, Zargham, N., & Schmitt, A. (2024). Voicecraft: Designing Task-specific Voice Assistant Personas. *Proceedings of the 6th ACM Conference on Conversational User Interfaces (CUI '24)*, 1–3. doi:10.1145/3640794.3670000

6. **Desai, S.**, Wei, C. Z., Sin, J., Dubiel, M., Zargham, N., Ahire, S., Porcheron, M., Kuzminykh, A., Lee, M., Candello, H., Fischer, J. E., Munteanu, C., & Cowan, B. R. (2024). CUI@CHI 2024: Building Trust in CUIs—From Design to Deployment. *Extended Abstracts of the 2024 CHI Conference on Human Factors in Computing Systems*, 1–7. doi:10.1145/3613905.3636287

5. **Desai, S.** (2023). Firing the Assistant: Designing Multi-Metaphorical Voice User Interfaces. *Doctoral Consortium, 5th ACM Conference on Conversational User Interfaces (CUI '23)*, Eindhoven,

Netherlands.

4. **Desai, S.**, & Chin, J. (2023). Open Issues in Designing VUIs to Support Older Adults Seeking Health Information. *CUI@CHI: Inclusive Design of CUIs Across Modalities and Mobilities*, Hamburg, Germany.

3. **Desai, S.**, & Twidale, M. (2022). Is Alexa like a computer? A search engine? A friend? A silly child? Yes. *Proceedings of the 4th ACM Conference on Conversational User Interfaces (CUI '22)*. doi:10.1145/3543829.3544535

2. **Desai, S.**, & Chin, J. (2021). Hey Google, Can You Help Me Learn? *Proceedings of the 3rd ACM Conference on Conversational User Interfaces (CUI '21)*, 1–4. doi:10.1145/3469595.3469601

1. Sun, F., Chen, W., Yu, H., Omob, A., Brisbin, R., Ganguli, A., Vemuri, V., Strzebonski, P., Cui, G., Allen, K. J., **Desai, S. A.**, Lin, W., Nash, D. M., Hirschberg, D. L., Brooks, I., Bashir, R., & Cunningham, B. T. (2017). Multiplexed Detection of Infectious Diseases with Microfluidic Loop-Mediated Isothermal Amplification and a Smartphone. *2017 IEEE Healthcare Innovations and Point of Care Technologies (HI-POCT)*, 241–244. doi:10.1109/HIC.2017.8227629

NON-ARCHIVAL SHORT PAPERS, POSTERS, AND PRESENTATIONS

12. Rahman, H., & **Desai, S.** (2026, January 20–21). Behavior-Adaptive Conversational Agents: Toward a Fluid Personality Framework. Paper presented at *Bridging AI and Behavior Change (ABC), AAAI-26 Bridge Program*, Singapore.

11. **Desai, S.**, & Twidale, M. (2023). Messy Metaphors in Voice Interfaces: A Playful (and completely serious) Perspective. Oral presentation, Research Showcase, School of Information Sciences, UIUC, November.

10. **Desai, S.**, Lundy, M., & Chin, J. (2022). Designing for Engaging Health Information Learning: Voice User Interfaces, Older Adults, and Interactive Storytelling. Oral presentation, Research Showcase, School of Information Sciences, UIUC, November.

9. Mejía, S., Chin, J., Washington, F., **Desai, S.**, Ramesh, D., Deshpande, F., & Hong, S. (2022). Relaxation elements within a home environment and older adults' socioemotional experiences of challenging tasks. *Innovation in Aging*.

8. Mejía, S., Chin, J., **Desai, S.**, Washington, F., Ramesh, D., Deshpande, F., & Dash, S. (2022). The effects of environment-induced relaxation on cognitive foraging under stress in midlife and beyond. *Innovation in Aging*.

7. **Desai, S.**, & Chin, J. (2021). Using Conversational Agents as Informal Learning Partners. Oral presentation, Research Showcase, School of Information Sciences, UIUC, October.

6. **Desai, S.**, & Twidale, M. (2021). Hey Google, What Shall I Compare Thee to? Poster, Research Showcase, School of Information Sciences, UIUC, October.

5. Chin, J., & **Desai, S.** (2021). Designing conversational agents to support self-regulated learning for older adults. In S. Mejía (Chair), Health Technology and Health Behavior. Symposium at the Gerontological Society of America (GSA) Annual Scientific Meeting, Phoenix, AZ.

4. Quinn, K., Chin, J., **Desai, S.**, O'Connell, C., Leiser, S., Marquez, D., & Muramatsu, D. (2021). Privacy and Smart Speakers in Research with Older Adults. Paper presentation, GSA Annual Scientific Meeting, Phoenix, AZ.

3. O'Connell, C., Quinn, K., Marquez, D., Chin, J., Muramatsu, N., Leiser, S., Gradishar, J., & **Desai, S.** (2021). Accommodating Communication with Conversational Agents: Examining

the Perceptions and Behaviors of Older Adults When Using Voice Assistant Technology. Paper presentation, 22nd Annual Meeting of the Association of Internet Researchers.

2. Hur, P., Twidale, M., **Desai, S.**, & Bosch, N. (2019). Towards Understanding User Mental Models of Troubleshooting Voice-User Interfaces. Poster, Research Showcase, School of Information Sciences, UIUC, October.

1. Chin, J., **Desai, S.**, & Lopez, E. (2019). Using conversational agents to build accessible and innovative delivery of healthcare service to support Aging-in-Place. Poster, Research Showcase, School of Information Sciences, UIUC, October.

INVITED LECTURES & PANELS

15. Invited Talk, "Vibing with your AI." Boston CHI Series, Boston 2026

14. Invited Talk, "Dissertation Writing" College of Art, Media and Design, Seminar on Writing for 2nd Year PhD Students, Boston 2026

13. Invited Talk, "Vibing with your AI." College of Art, Media and Design, Food for Thought Series, Boston 2025

12. Invited Panelist, "Beware of Bias: Exploring User Biases and Mitigation Approaches in Human-AI Collaboration." Institute for Experiential AI, Boston 2025

11. Guest Lecture, "Using Participatory Design to Develop Voice User Interfaces with Older Adults." Northeastern Center for Design, Design Week 2025

10. Guest Lecture, "Using Metaphor Analysis as a Tool to Understand Conversational AI." Research Methods in Design 2024

9. Invited Talk, "Reimagining the Future of Conversational User Interfaces." University of Luxembourg 2024

8. Invited Talk, "Designing Persona-Fluid Voice User Interfaces." University of Washington, Change Seminar 2024

7. Invited Talk, "Co-designing Voice User Interfaces with Older Adults." Workshop on Co-Researching with the Humans-In-The-Loop, 15th International Conference on Social Robotics 2023

6. Guest Lecture, "Metaphors and Mental Models of ChatGPT Use." Demonstrations of Research on Teaching & Learning with ChatGPT, UIUC College of Education 2023

5. Guest Lecture, "Voice User Interface Design Process." Entrepreneurial IT Design, School of Information Sciences, UIUC 2022

4. Guest Lecture, "Designing Voice User Interfaces for Informal Learning." Current Topics in Human-Computer Interaction, School of Information Sciences, UIUC 2022

3. Colloquium Talk, "Mental Models in HCI." Fall Semester Colloquium, UIUC 2022

2. Guest Lecture, "Prototyping Voice User Interfaces." Museum Informatics, School of Information Sciences, UIUC 2021

1. Guest Lecture, "Prototyping Methods in HCI." Cognition in the Wild, School of Information Sciences, UIUC 2021

ACADEMIC AWARDS

8. Honorable Mention Award for a Full Paper, ACM CUI'26 2026

7. PhD Student Research Award, CAMD, Northeastern University (≈$15,000) 2026
6. PhD Student Research Award, CAMD, Northeastern University (≈$15,000) 2025
5. Special Recognitions for Outstanding Reviewing (CHI: 4, CUI: 1) 2023–2026
4. Katherine Sharp Fellowship (≈$45,000) 2024
3. Houchens Fellowship (≈$60,000) 2023–2024
2. Gary Marsden Travel Award, ACM SIGCHI (≈$2,500) 2023
1. Information Systems / Technology Award for Outstanding Achievement in Information Science and Technology, School of Information Sciences, University of Illinois 2018

TEACHING

7. Talking with Machines: Designing Conversational AI Fall 2026
6. Communication Research Methods Spring 2026, Fall 2026
5. Research Methods in Design, Northeastern Spring 2025, Fall 2025, Spring 2026
4. Entrepreneurial IT Design, UIUC – *Rated Excellent* Fall 2021, Fall 2022, Fall 2023
3. Museum Informatics, UIUC Spring 2021
2. Research Design, UIUC Summer 2020
1. Human-Centered Information Systems, UIUC Spring 2020

DISCIPLINE SERVICE

Editorial & Review Boards
Member, Distinguished Reviewer Board, ACM Transactions on Computer-Human Interaction (TOCHI)

Conference Organizing Committee
Provocations Co-Chair, ACM CUI '24, CUI '26 | Short Papers Co-Chair, ACM CUI '25 | Assistant to Poster Chairs, ACM CHI '26 | Panels Co-Chair CHI'27

Associate Chair
CHI '25, '26 | CSCW '25 | IUI '25, '26, '27

Workshop Organizer
Emerging Risks of Conversational AI, CUI '26 | Personas Evolved, CUI '25 | DEBP-PVA, IVA '25 | CUI@CHI, CHI '24 | EduCUI, CUI '24 | Voicecraft, CUI '24 | Designing AI Personalities, MUM '24

Reviewer
100+ papers across CHI, CSCW, IUI, CUI, IJHCS, JASIST, Behavior & Information Technology, and others.

University Service
Member, AI Readiness Plan Committee, Northeastern University 2025 – Present
Member, CAMD AI Initiative, Northeastern University 2025 – Present
Member, Disability Justice & Technology Affinity Group, Northeastern University 2025 – Present
CAMD Representative, AI Showcase Event, Northeastern University 2026

MENTORING & ADVISING

Doctoral Advisees

Hasibur Rahman, Northeastern University 2025 – Present
Primary Advisor

Postdoctoral Research Mentees

Malak Sadek, University of Cambridge 2026 – Present
Niharika Mathur, Johns Hopkins University 2025 – Present

Doctoral Research Mentees

Ximena Lanifesta, Northeastern University 2026 – Present
Mahsa Nasri, Northeastern University 2026 – Present
Melika Vafafar, Northeastern University 2026 – Present
Xiuqi (Tommy) Zhu, Northeastern University 2025 – Present
Menglin Zhao, Northeastern University 2025 – Present
Ryan Bruggeman, Northeastern University 2025
Cornelius, Adejoro, University of Colorado, Boulder 2025 – Present

Master's Students

Mengqi Shi, University of Washington 2026 – Present
Sabbir Bin Abdul Latif, University of Dhaka 2026 – Present
Manasi Vaidya, Massachusetts Institute of Technology 2025 – Present
Supriya Khadka, Coventry University 2025 – 2026
Olivier Vroom, Utrecht University 2025 – Present
Kuhika Shrivastava, Northeastern University 2025 – Present

Undergraduate Students

Clark Ohlenbusch, University of Massachusetts, Boston 2025 – Present
Abdullah Ismail, Northeastern University 2025 – Present

SELECTED PRESS

8. Guest on Healthcare AI Pioneers Podcast 2026
7. Research featured in *Northeastern Global News*: This AI voice assistant could help critically ill patients in end-of-life care 2026
6. Research featured in *Northeastern Global News*: People prefer to talk to chatbots that share similar personality traits to their own, Northeastern research shows 2026
5. Research featured in *Northeastern Global News*: This researcher put AI in the big game. It did not play well 2026
4. Guest on UserExperience.org Podcast 2025
3. Research featured in *Communications of the ACM*: Power of Personas 2025
2. Research featured in *Communications of the ACM*: Dark Patterned Voices Manipulate Users 2024
1. Guest on Ideas Sandbox Podcast 2024