

JESS HOHENSTEIN

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SUMMARY

Multi-talented researcher with [6+ years of experience](#) independently leading end-to-end research projects through question generation, study design, screening & recruiting, remote testing, qualitative interviews, survey design, linguistic & sentiment analysis, and statistical analysis. PhD in HCI with concentrations in communication & in social aspects of information. First author of [7 peer-reviewed publications](#).

RELEVANT WORK EXPERIENCE

Cornell University, Remote & Ithaca, NY

Postdoctoral Researcher → Human-AI Teams

Aug 2020 – present

- Leading remote online studies to inform the design and development of human-AI agent teams
- Proposed research agenda and wrote grant proposal, "Adaptive AI Mediation to Promote Enhanced Team Communication and Performance", awarded \$100K by Army Research Laboratory

Mixed Methods Researcher → AI-Mediated Communication

Sept 2016 – Aug 2020

- Led multiple generative & evaluative mixed methods studies, including [remote experiments](#), [in-lab studies](#), and [large-scale online surveys](#), illustrating the ways that AI affects users' communication, trust, and relationships
- Developed a [web-based AI messaging tool](#) and deployed in studies with 2,000+ remote users

Behavioral Scientist → Relationships in Multicultural Remote Teams

May – Aug 2019

- Designed & executed multiple evaluative quantitative experiments with 1,000+ users investigating the relationship between remote group collaboration & terror management theory

Design Researcher → User-Friendly Mobile Health System

Nov 2014 – Dec 2017

- Led a multidisciplinary team through an [iterative user-centered design process](#), (e.g., design thinking workshops, usability studies), resulting in a mobile health hardware device & app
- Led [mixed-methods study](#) including interviews with 27 users & an online survey with 303 users resulting in design recommendations to help users understand self-gathered health data

Teaching Assistant

Jan 2016 – Dec 2019

- Collaborated on instruction for courses about teams & technology, tech ethics & policy, tech for health, and mechanics of materials, and designed & led lectures on tech ethics & policy

Facebook, Menlo Park, CA

May – Aug 2018

UX Researcher

- Led multiple qualitative & quantitative experiments on the cross-functional Pages product team, including an [online survey](#) with 10,000+ users resulting in the development of a new messaging feature for Page admins & [remote in-depth interviews](#) leading to the development of a new user experience for Buy-Sell Groups
- Developed a coherent user story for the developing Mexican market through international field-work interviewing small business Page admins

Mozilla, Remote

March – Sept 2017

UX Researcher (Contract)

- Led multiple qualitative & quantitative studies that confirmed users' performance perceptions of new Firefox browse by partnering with external vendor to perform in-lab A/B experiment & semi-structured interviews
- Designed [online survey](#) with 1,495 users to illustrate the positive effect of targeted ad messaging on user perceived performance of Firefox, resulting in an [advertising campaign](#)

EDUCATION	PhD, Information Science (Human-Computer Interaction)	Aug 2020
	Social Aspects of Information & Communication Minors Cornell University, Ithaca, NY	
	MS, Information Science (Human-Computer Interaction)	April 2019
	Cornell University, Ithaca, NY	
	MS, Mechanical Engineering (Fluid Mechanics)	May 2016
	Cornell University, Ithaca, NY	
	BS, Mechanical Engineering , <i>Summa Cum Laude</i>	May 2014
	Mathematics Minor Northeastern University, Boston, MA	

SELECT PUBLICATIONS

AI-Mediated Communication: Smart replies shape language and interpersonal perceptions. **Jess Hohenstein**, Dominic DiFranzo, Rene Kizilcec, Zhila Aghajari, Hannah Mieczkowski, Karen Levy, Mor Naaman, Jeff Hancock, and Malte Jung. *Under review.*

AI as a Moral Crumple Zone: The Effects of AI-Mediated Communication on Attribution and Trust. **Jess Hohenstein** and Malte Jung. 2020. *Computers in Human Behavior* 106, 106190.

AI-Supported Messaging: An Investigation of Human-Human Text Conversation with AI Support. **Jess Hohenstein** and Malte Jung. 2018. CHI'18 Extended Abstracts.

Supporting Accurate Interpretation of Self-Administered Medical Test Results for Mobile Health: The Importance of Design, Demographics, and Health Condition. **Jess Hohenstein**, Eric P.S. Baumer, Lindsay Reynolds, Elizabeth L. Murnane, Dakota O'Dell, Seoho Lee, Shion Guha, Yu Qi, Erin Rieger, Phil Adams, and Geri Gay. 2018. *JMIR Human Factors* 5(1):e9.

Enhancing the Usability of an Optical Reader System to Support Point-of-Care Rapid Diagnostic Testing: An Iterative Design Approach. **Jess Hohenstein**, Dakota O'Dell, Elizabeth L. Murnane, Zhengda Lu, David Erickson, and Geri Gay. 2017. *JMIR Human Factors* 4(4):e29.

Shorter Wait Times: The Effects of Various Loading Screens on Perceived Performance. **Jess Hohenstein**, Hani Khan, Kramer Canfield, Sam Tung, and Rocio Perez Cano. 2016. CHI'16 Extended Abstracts.

SKILLS & ACTIVITIES

Most-Used Research Methods

Surveys (e.g., Qualtrics), structured & semi-structured interviews, thematic analysis, participatory and iterative design, usability testing

Technical

Python, C++, R, html/css, LIWC, Adobe CS, AutoCAD, Android/iOS dev

Soft

Time management, communication, adaptability, leadership, creative problem solving

Hobbies

Crafting, photography, cooking, reading, hiking

SERVICE

Reviewer for CHI, CSCW, HRI, & Computers in Human Behavior

Feline Friend (Cat Wing Volunteer), SPCA of Tompkins County

Graphic Designer for various clubs & organizations (e.g., 1vyG Conference, Ithaca Welcomes Refugees, Sibley Graduate Research Symposium)