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Education

- **Pennsylvania State University** **University Park, PA**
Doctor of Philosophy (Ph.D.) in Information Science and Technology **2023**
Advisor: John M. Carroll
- **Vellore Institute of Technology** **Chennai, India**
Master of Science (5 year Integrated Program) in Software Engineering **2016**

Academic Appointments

- **University at Albany, SUNY** **Albany, NY**
Visiting Assistant Professor **August 2024-Present**
 - Design and teach graduate and undergraduate courses in data science, AI, and human-computer interaction focusing on applied project-based learning.
- **University of Nebraska Omaha** **Remote**
Research Scholar **September 2023-August 2024**
 - Conducted human-centered AI research, leading the design and development of large language models (LLMs) to support communication in healthcare for neonatal Hypoxic-Ischemic Encephalopathy (HIE) and empower tribal emergency management in Indigenous communities.
- **Pennsylvania State University** **University Park, PA**
Graduate Teaching Fellow **January 2021-December 2021**
 - Independently designed and taught undergraduate courses in Human-Centered Design.

Courses Taught

- **AI Executive Program: Ethics and Societal Impact of AI:** Executive program for professionals on foundational elements of AI.
- **BFOR 206: Programming for Analytics:** Undergraduate course on fundamental of python programming concepts and tools tailored for data analytics.
- **BFOR 516: Advanced Data Analytics:** Graduate course on machine learning and artificial intelligence for cybersecurity and digital forensics with a research-based case study approach.
- **BFOR 515: Tools for AI and Data Analytics:** Graduate course covering R and Python programming in the context of data science, focusing on real-world business applications.
- **IST 331: Foundations of Human-Centered Design:** Undergraduate course on design principles and human-computer interaction with a project-based approach.

Publications

Journal and Conference Publications

1. **Gupta, S.**, & Goel, S. (2025). The Role of Generative AI in Supporting Neurodiverse Individuals: Literature Insights and Future Directions. [manuscript accepted in Artificial Intelligence for Communications and Networks: EAI International Conference, AICON 2025]
2. **Gupta, S.**, Carroll, J.M., & Tsai, C.H. (2025). Distance Matters in Field-Based Citizen Science. [manuscript accepted at ACM CSCW 2025].
3. Jain, E., **Gupta, S.**, Yadav, V., & Kachnowski, S. (2024). Assessing the Usability and Effectiveness of an AI-Powered Telehealth Platform: Mixed Methods Study on the Perspectives of Patients and Providers. *JMIR Formative Research*, 8, e62742.
4. **Gupta, S.**, Jablonski, J., Tsai, C. H., & Carroll, J. M. (2022). Instagram of Rivers: Facilitating Distributed Collaboration in Hyperlocal Citizen Science. *Proceedings of the ACM on Human-Computer Interaction*, 6(CSCW1), 1-22.
5. Carroll, J. M., Gui, F., **Gupta, S.**, & Kneare, T. (2022). Playful Meaning-Making as Prosocial Fun. *Future Internet*, 14(10), 288.
6. **Gupta, S.**, Tsai, C.H., & Carroll, J.M. (2022). Not Another Day Zero: Design Hackathons for Community Based Water Quality Monitoring. *arXiv preprint arXiv:2210.16381*.
7. **Gupta, S.**, Dhanorkar, S., & Carroll, J. (2021, June). Not in my Backyard!? Lessons from a Community Conflict. In *C&T'21: Proceedings of the 10th International Conference on Communities & Technologies-Wicked Problems in the Age of Tech* (pp. 234-244).
8. Carroll, J. M., Beck, J., Boyer, E. W., Dhanorkar, S., & **Gupta, S.** (2019). Empowering Community Water Data Stakeholders. *Interacting with Computers*, 31(3), 492-506.
9. Carroll, J. M., Beck, J., Dhanorkar, S., Binda, J., **Gupta, S.**, & Zhu, H. (2018, May). Strengthening Community Data: Towards Pervasive Participation. In *Proceedings of the 19th Annual International Conference on Digital Government Research: Governance in the Data Age* (pp. 1-9).
10. Wang, X., Kneare, T., Gui, F., **Gupta, S.**, Zhu, H., Williams, M., & Carroll, J. M. (2018, May). The Safety Net of Aging in Place: Understanding How Older Adults Construct, Develop, and Maintain Their Social Circles. In *Proceedings of the 12th EAI International Conference on Pervasive Computing Technologies for Healthcare* (pp. 191-200).
11. **Gupta, S.**, Mustafa, S. Z., & Kumar, H. (2017). Smart People for Smart Cities: A Behavioral Framework for Personality and Roles. In *Advances in Smart Cities* (pp. 35-42). Chapman and Hall/CRC.
12. **Gupta, S.**, & Sinha, S. (2016). Contemplating 'Smart Cities' beyond Technology. In *Sixteenth Global Conference on Flexible Systems Management*
13. Chaturvedi, M., & **Gupta, S.** (2015, June). International Cooperation to Enhance Website Security. In *10th Annual Symposium on Information Assurance (ASIA'15)* (p. 28).

Workshop Papers.....

1. Bano, T., Tsai, C.H., **Gupta, S.**, Chen Y.C., Zendejas, E., & Krafka, S. (2025). Exploring Responsible Use of Generative AI in Disaster Resilience for Indigenous Communities. [manuscript accepted in ACM UMAP 2025].
2. Nandy, G., **Gupta, S.**, Afzali, F.M., Peeples, E., Pilon, B., & Tsai, C.H. (2025). Balancing Health Information-Seeking through Retrieval-Augmented Generation-Based LLM Chatbot. [manuscript accepted in ACM UMAP 2025].
3. Vadapalli, J., **Gupta, S.**, Karki, B., & Tsai, C.H. (2024). Incorporating Citizen-Generated Data into Large Language Models. In *Proceedings of the 25th Annual International Conference on Digital Government Research* (pp. 1023-1025).
4. Chandrasekar, H., **Gupta, S.**, Liu, C.T., & Tsai, C.H. (2024). Leveraging Large Language Models for Effective Organizational Navigation. In *Proceedings of the 25th Annual International Conference on Digital Government Research* (pp. 1020-1022).
5. **Gupta, S.**, & Tsai, C.H. (2024). Utilizing Large Language Models in Tribal Emergency Management: A Qualitative Study. In *Companion Proceedings of the 29th International Conference on Intelligent User Interfaces* (pp. 1-6).
6. Wang, X., Kneare, T., Gui, F., **Gupta, S.**, Zhu, H., Williams, M., & Carroll, J. M. (2018, April). A Safety Net: How Older Adults Build and Maintain Interpersonal Relationships. In *Extended Abstracts of the 2018 CHI Conference on Human Factors in Computing Systems* (pp. 1-6).

Manuscripts Under Review.....

1. **Gupta, S.**, & Tsai, C.H. (2025). Co-Design for Preserving Indigenous Culture in Large Language Models [under review at iConference 2026].
2. **Gupta, S.**, Nandy, G., Afzali, F.M., & Tsai, C.H. (2025). Bridging the Uncertainty: Enhancing Caregiver-Provider Communication in Hypoxic-Ischemic Encephalopathy (HIE) with an LLM Chatbot [under review at The Journal of Collaborative Computing and Work Practices Springer].

Grants

- Pending: TD Charitable Foundation Grant: “Improving Learning and Social Interaction of Neurodivergent Students Through Generative AI” (Under review, 2025)

Professional Experience

- **Healthcare Innovation and Technology Lab (HITLAB)** **Remote**
UX Researcher *October 2023-August 2024*
 - Design, implement, and manage various digital health studies assessing a variety of innovative health-care tools such as AI-powered labor assisting devices, wearables, and telemedicine.
 - Manage and implement mixed-method research studies, including surveys, interviews, experiments, and think-aloud sessions.
- **IBM Research** **Remote**
Summer Research Intern *June 2021-August 2021*

- Spearheaded a research study within the Accelerated Materials Discovery (AMD) research group, focusing on uncovering barriers in knowledge-dense interdisciplinary research, specifically in AMD and AI integration.
- Contributed to improving algorithm explainability by introducing novel scenario-based design and employing GPT as boundary objects, addressing conceptual translation challenges within interdisciplinary research groups.
- Used methods such as participatory design, scenario-based design, and interviews.

Indian Institute of Technology Delhi

New Delhi, India

Graduate Research Intern

January 2016–May 2016

- Led a comprehensive research study analyzing Twitter analytics concerning web design accessibility, uncovering a lack of awareness about accessibility guidelines among web designers.
- Developed a conceptual framework aimed at bridging this gap and increasing awareness of web accessibility guidelines among web designers.

Talks

Conference and Poster Presentations.....

- o "Designing Sustainable Indigenous Technology"
 - ACM COMPASS Conference, July 2025
- o "The Role of Generative AI in Supporting Neurodiverse Individuals: Literature Insights and Future Directions."
 - EAI AICON Conference, April 2025
- o "Indigouse-Generated Data for Culturally Sensitive AI: Preserving Indigenous Knowledge and Data Sovereignty."
 - Indigenous Computational Futures Collective Workshop at Arizona State University, February 2025
- o "Utilizing Large Language Models in Tribal Emergency Management"
 - ACM IUI Conference, March 2024
- o "Conceptual Translation Problems in Cross-Functional Materials Discovery Teams"
 - American Chemical Association (ASC), Fall 2023: Harnessing the Power of Data, August, 2023
- o "Citizen Science for Public Health"
 - HITLAB's 2023 Innovators Summit: The Promise & Potential of Digital Health, June 2023
- o "Facilitating Inter-Group Collaboration in Field-Based Citizen Science"
 - Penn State Graduate School Exhibition, March 2023
- o "Instagram of Rivers: Facilitating Distributed Collaboration in Hyperlocal Citizen Science"
 - ACM CSCW Conference, November 2022
- o "Not in my Backyard!? Lessons from a Community Conflict"
 - ACM C&T Conference, June 2021
- o "International Cooperation to Enhance Website Security"
 - Annual Symposium on Information Assurance (ASIA'15), July 2015

Invited Seminars.....

- "From Silos to Synergy: Enabling Distributed Collaboration in Citizen Science Water Quality Monitoring"
 - University of Nebraska Omaha, September 2023
- "Women's Health Tech Wednesday"
 - HITLAB, May 2023
- "AI in Interdisciplinary Research: Case of Accelerated Materials Discovery"
 - IBM Research, March 2023
- "Introduction to the 'Water Data Collaborative' platform"
 - Spring Creek Watershed Commission, May 2022
- "Facilitating distributed collaboration in community-based water monitoring groups"
 - Lake Stewards of Maine, September 2022

Student Advising

- **(2024) Jagadeesh Vadapalli, Masters student in Department of Information Systems and Quantitative Analysis, University of Nebraska Omaha**
 - Project: "Incorporating Citizen-Generated Data into Large Language Models"
 - Mentored in data analysis and technical writing.
 - Co-authored a poster paper that was accepted at ACM DGO 2024.
- **(2024) Gargi Nandy, second-year Ph.D. student in Department of Information Systems and Quantitative Analysis, University of Nebraska Omaha**
 - Project: "Enhancing Family Support for Neonatal Hypoxic-Ischemic Encephalopathy Through a Language Model Application"
 - Mentored in study design, data collection, data analysis and technical writing.
- **(2024) Haresh Chandrasekar, Undergraduate student in Department of Information Systems and Quantitative Analysis, University of Nebraska Omaha**
 - Project: "Leveraging Large Language Models for Effective Organizational Navigation"
 - Mentored in data analysis and technical writing.
 - Co-authored a poster paper that was accepted at ACM DGO 2024.
- **(2023) Tejesvi Sreeramdas, Masters student in Department of Information Systems and Quantitative Analysis, University of Nebraska Omaha**
 - Project: "Design of LLM's for Tribal Emergency Management"
 - Mentored in data collection, interview protocol design, data analysis, and technical writing.
- **(2022) Jiyeon Kim, first-year Ph.D. student in College of Information Science and Technology, Penn State**
 - Project: "Design Space Analysis of Citizen-Based Water Quality Monitoring Applications"
 - Mentored in data collection, systematic review, data analysis, and technical writing.
 - Co-authored a research paper which is under preparation
 - Project: "Misinformation in Local Community"

- Mentored in the design of the interview protocol, qualitative data analysis, and technical writing.
 - Co-authored a research paper that is under review at ACM CSCW 2024.
- **(2022) Ya-Fang Lin, first-year Ph.D. student in College of Information Science and Technology, Penn State**
 - Project: “Design Space Analysis of Citizen-Based Water Quality Monitoring Applications”
 - Mentored in data collection, systematic review, data analysis, and technical writing.
 - Co-authored a research paper that is under preparation.
- **(2020) Julia Jablonski, undergraduate majoring in Computer Science and Engineering, Penn State**
 - Project: “Facilitating Inter-Group Collaboration in Citizen Science”
 - Mentored in data transcription, qualitative data analysis, and technical writing.
 - Co-authored a research paper that was published in ACM CSCW 2022.
- **(2019) Yaxi Liu, undergraduate majoring in Computer Science and Engineering, Penn State**
 - Project: “Designing Hackathons for Community-Based Water Quality Monitoring”
 - Mentored on prototype development for a participatory design study and qualitative data analysis.

Academic Service

- **Associate Chair** for ACM CSCW 2025
- **Program Committee** for CHI Late-Breaking Work (LBW) 2024
- **Associate Chair** for ACM CSCW Poster 2023
- **Program Committee** member for ACM C&T 2023
- **External paper reviewer:**
 - 2025: IUI, CSCW, C&T
 - 2024: CSCW, RecSys
 - 2023: CHI Full Paper and LBW, CSCW, DIS, INTERACT
 - 2022: CSCW
 - 2021: CSCW, CHI LBW, INTERACT
 - 2020: CSCW, CHI, NordiCHI
 - 2019: CSCW, DIS, INTERACT
- **Selected to participate in CRA URMD Grad Cohort, 2019**

Skills

- **Research Methods:** Interviews, Observation/Ethnography, Participatory Design Research, Scenario-Based Design, Focus Groups, Surveys, Personas, Contextual Inquiry, Usability Testing, Heuristic Evaluation, Summative and Formative Evaluation, Workshops, Card Sorting, Journey Maps, Storyboarding, UML, Software Prototyping
- **Tools and Programming Skills:** Adobe Xd, Figma, NVivo, QDA Miner, R, Python, SPSS, Minitab, HTML, CSS

- **Project Management:** Design Thinking, Agile UX, SCRUM, Slack

Awards and Honors

- 2022: IST Graduate Student Travel Grant, Penn State University
- 2021: Performance Award, IBM Research
- 2021: Graduate Teaching Fellowship (Spring & Fall 2021), College of IST, Penn State University
- 2015: Star of the Week Accolade for extraordinary performance in projects and presentations, HITLAB

References

- **Dr. John M. Carroll** (*Advisor*)
Distinguished Professor
College of Information Science and Technology
Pennsylvania State University
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- **Dr. Mary Beth Rosson** (*Referee 1*)
Professor
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Pennsylvania State University
mrosson@psu.edu
- **Dr. Andrea Tapia** (*Referee 2*)
Professor
College of Information Science and Technology
Pennsylvania State University
axh50@psu.edu
- **Dr. Chun-Hua Tsai** (*Referee 3*)
Assistant Professor
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