Jiamin (Carrie) Dai

POSTDOCTORAL FELLOW, DEPARTMENT OF COMPUTER SCIENCE, UNIVERSITY OF BRITISH COLUMBIA

Human-Computer Interaction | Accessibility | Aging and Dementia | Social Computing

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Education

McGill University   *Montreal, Canada*

PhD in Information Studies, Supervisor: Dr Karyn Moffatt   *May 2023*

- Dissertation: Enriching Social Sharing for the Dementia Community: Technological Opportunities

McGill University   *Montreal, Canada*

Master of Information Studies (MISt)   *May 2017*

Shanghai International Studies University   *Shanghai, China*

B.Sc. in Educational Technology   *Jun 2005*

Awards

Scholarships & Fellowships

- 2023–25: **Natural Sciences and Engineering Research Council of Canada (NSERC)**, Postdoctoral fellowship, CAD90,000
- 2023–24: **Early Professionals, Inspired Careers in AgeTech (EPIC-AT)**, AGE-WELL and CIHR postdoctoral fellowship, CAD16,000
- 2022: **Mitacs Accelerate Internship**, in partnership with the Bank of Canada, CAD15,000
- 2021–22: **Wolfe Chair Graduate Fellowship**, McGill doctoral dissertation scholarship, CAD7,500
- 2019–22: **Fonds de recherche du Québec – Nature et technologies (FRQNT)**, Provincial doctoral research scholarship, CAD70,000
- 2018–19: **McGill Graduate Excellence Award**, CAD8,000
- 2017–18: **McGill McCall McBain Fellowship**, CAD16,000

Travels & Impacts

- 2020: **McGill School of Information Studies Travel Awards**, CAD1,000
- 2019: **ACM SIGACCESS ASSETS'19 Doctoral Consortium Travel Grants**, USD2,000
- 2019: **Volunteer of the Year**, Alzheimer Society of Montreal
- 2018: **People's Choice Award and Summer Institute Pitch Award**, AGE-WELL National Impact Challenge

Experience

Department of Computer Science, University of British Columbia   *Vancouver, Canada*

POSTDOCTORAL FELLOW   *Jul 2023 –*

- Join the eDAPT research group led by **Dr Joanna McGrenere**
- Work on cognitively accessible financial technology (FinTech) project involving older adults with/without cognitive impairment and their families
- Mentor graduate students: Teerapaun Tanprasert, Zhe Liu, and Ishita Haque (2023–24)
- Mentor graduate and undergraduate interns: Kersten Smith and Manushree Singhania (Spring–Summer 2024)

McGill Department of Electrical and Computer Engineering *Montreal, Canada*

Collaborator *Jan – Jun 2023*

- Joined the Ai-Digital Nurse Avatar (ADiNA) project on exploring AI assistance in long-term care, led by **Dr Jeremy R. Cooperstock**
- Mentored master's and undergraduate students (Diane Hsueh and Charlene Yin) on designing/conducting/analyzing qualitative interviews in care contexts

Bank of Canada *Virtual*

Mitacs Intern (Jan – May 2022) / Consultant (Oct 2022 – Jun 2023) *Jan 2022 – Jun 2023*

- Joined the project "Scale of the Universal Access Needs for Central Bank Digital Currency," in partnership with the FinTech team
- Led the literature review and the preparation of publications and advised other research teams

Department of Computer Science, University of Toronto *Virtual*

Collaborator *Jun – Dec 2021*

- Joined the project on exploring new directions for AAC research through the lens of relational maintenance, led by **Dr Khai N. Truong**
- Analyzed the interview data (involving people with ALS or cerebral palsy and their caregivers) through thematic analysis
- First-authored a full paper published at CHI'22

McGill Department of Family Medicine *Montreal, Canada*

Collaborator / Research Assistant *May 2018 – Dec 2021*

- Led the user-centered design of the Online Health Information Aid website to promote eHealth literacy, supervised by **Dr Pierre Pluye**
- Analyzed two focus groups and developed a set of personas and scenarios
- Built website wireframes; designed and conducted two rounds of usability testing; coordinated with the developers
- Developed storyboards for and consulted on further video and gamification interventions

National Research Council Canada (NRC) *Montreal, Canada*

Master's Practicum *Jan – Apr 2017*

- Conducted a literature review on knowledge exchange platforms, supervised by **Dr David Li Tang**
- Identified the scholarly topic and compiled a review outline on Collective Intelligence
- Co-hosted a webinar on Collective Intelligence for Intelligence and Analysis Services, NRC

McGill School of Information Studies (SIS) *Montreal, Canada*

Research Assistant *2016 – 2017*

- Conducted usability testing on an accessible interface with touchscreen device for older adults
- Conducted thematic analysis on the transcripts of participatory design workshops, in collaboration with **Dr Taciana Pontual Falcão**

Visas Consulting Group (Shanghai) *Shanghai, China*

Account Manager / Senior Consultant *2005 – 2013*

- Led a consulting team for immigration documentation, team management with outstanding performance
- Researched and led several application programs (including interviews and focus groups for various projects)
- Designed recruitment and training materials; interviewed, supervised, and trained translators and consultants

Publications

Rigorously-Reviewed Conference Proceedings

- *Note: Premiere conferences in human-computer interaction (e.g., CHI) are highly competitive. These venues publish archival papers and often exceed top HCI journals in terms of selectivity, visibility, and impact.*
- [C8] Tanprasert, T., **Dai, J.**, and McGrenere, J. (2024). HelpCall: Designing informal technology assistance for older adults via videoconferencing. *Proceedings of the ACM SIGCHI Conference on Human Factors in Computing Systems* (CHI'24), 1–23. doi: 10.1145/3613904.3642938
- [C7] Marino, D., **Dai, J.**, Fortin, P., Henry, M., and Cooperstock, J. (2024). Co-Here: An expressive videoconferencing module for implicit affective interaction. *Proceedings of the Graphics Interface Conference* (GI'24), 1–12.

- [C6] **Dai, J.**, Miedema, J., Hernandez, S., Sutton-Lalani, A., and Moffatt, K. (2023). Cognitive accessibility of digital payments: A literature review. *Proceedings of 20th International Web for All Conference* (W4A'23), 116–121. doi: 10.1145/3587281.3587294 **Best Communication Paper Nominee**
- [C5] Fontana de Vargas, M., **Dai, J.**, and Moffatt, K. (2022). AAC with automated vocabulary from photographs: Insights from school and speech-language therapy settings. *Proceedings of the ACM SIGACCESS Conference on Computers and Accessibility* (ASSETS'22), 1-18. doi: 10.1145/3517428.3544805 (Acceptance rate = 35/132 = 26.5%) **Best Student Paper & Best Artifact Award**
- [C4] **Dai, J.**, Moffatt, K., Lin, J., and Truong, K. (2022). Designing for relational maintenance: New directions for AAC research. *Proceedings of the ACM SIGCHI Conference on Human Factors in Computing Systems* (CHI'22), 1-15. doi: 10.1145/3491102.3502011 (Accepted with minor revision = 324/2597 = 12.5%)
- [C3] **Dai, J.** and Moffatt, K. (2021). Surfacing the voices of people with dementia: Strategies for effective inclusion of proxy stakeholders in qualitative research. *Proceedings of the ACM SIGCHI Conference on Human Factors in Computing Systems* (CHI'21), 1-13. doi: 10.1145/3411764.3445756 (Acceptance rate = 749/2844 = 26.3%)
- [C2] Pang, C., Wang, Z. C., McGrenere, J., Leung, R., **Dai, J.**, and Moffatt, K. (2021). Technology adoption and learning preferences for older adults: Evolving perceptions, ongoing challenges, and emerging design opportunities. *Proceedings of the ACM SIGCHI Conference on Human Factors in Computing Systems* (CHI'21), 1-13. doi: 10.1145/3411764.3445702
- [C1] **Dai, J.** and Moffatt, K. (2020). Making space for social sharing: Insights from a community-based social group for people with dementia. *Proceedings of the ACM SIGCHI Conference on Human Factors in Computing Systems* (CHI'20), 1-13. doi: 10.1145/3313831.3376133 (Acceptance rate = 647/3126 = 20.7%)

Journal Articles

- [J4] **Dai, J.** and Moffatt, K. (2023). Enriching social sharing for the dementia community: Insights from in-person and online social programs. *ACM Transactions on Accessible Computing (TACCESS), 16*(1), Article 11 (March 2023), 33 pages. doi: 10.1145/3582558
- [J3] **Dai, J.**, Bartlett, J. C., and Moffatt, K. (2023). Library services enriching community engagement for dementia care: The Tales & Travels Program at a Canadian Public Library as a case study. *Journal of Librarianship and Information Science, 55*(1), 123–136. doi: 10.1177/09610006211065170
- [J2] **Dai, J.** (2020). Empowering people with dementia to share and socialize. *ACM SIGACCESS Accessibility and Computing* (126), Article 3. doi: 10.1145/3386280.3386283
- [J1] **Dai, J.**, Granikov, V., El Sherif, R., Grguric, E., Turcotte, E., and Pluye, P. (2019). Patient Information Aid: An innovative educational program to improve outcomes of online consumer health information. *Education for Information, 35*(1), 41-49. doi: 10.3233/EFI-180215

White Paper

- [W1] Sutton-Lalani, A., Hernandez, S., Miedema, J., **Dai, J.**, and Omrane, B. (2023). Redefining financial inclusion for a digital age: Implications for a Central Bank Digital Currency. *Bank of Canada Staff Discussion Paper*, 23 pages. doi: 10.34989/sdp-2023-22

Poster & Workshop Abstracts

- [A4] **Dai, J.** (2023). Designing cognitively accessible online banking to support older adults. *Graphics Interface*, GI'23 Poster
- [A3] **Dai, J.** and Moffatt, K. (2022). Enriching social sharing for the dementia community: Identifying opportunities for technology design. *Graphics Interface*, GI'22 Poster
- [A2] **Dai, J.** and Moffatt, K. (2020). Using proxies in supporting the voice of people with dementia in HCI research. *ACM SIGCHI Conference on Human Factors in Computing Systems*, CHI'20 Workshop, Rethinking Notions of Giving Voice in Design
- [A1] **Dai, J.** and Moffatt, K. (2018). Beyond communication and social interaction: A review on designing for people with dementia. *ACM SIGCHI Conference on Human Factors in Computing Systems*, CHI'18 Workshop, HCIxDementia

Teaching Activities

Guest Lectures

- Fall 2021 & 2022, **HCI Fieldwork in Sensitive Settings: My Experiences & Reflections**, McGill Department of Electrical and Computer Engineering, ECSE424/542 Human-Computer Interaction
- Fall 2020 & 2021, **A Usability Test of an Online Catalogue with Older Adults**, McGill SIS, GLIS626 Usability Analysis & Assessment

- April 2021, **Making Space for Social Sharing: Insights from a Community-Based Social Group for People with Dementia**, EdTeKLA Research Group, Department of Computing Science, University of Alberta
- Winter 2021, **User-Centered Design in the Real World: Developing the Online Health Information Aid Website**, McGill SIS, GLIS627 User-Centered Design
- Winter 2020, **Proposals & Scholarship Applications: My Experience**, McGill SIS, GLIS704 Research Design in Information Studies
- Winter & Fall 2019, **Real-Life Information Architecture, Usability Analysis, and User-Centered Design**, McGill SIS, GLIS626 Usability Analysis & Assessment

TEACHING ASSISTANT

- Winter 2021, Master's course **GLIS691 Computer Programming for Information Professionals**, Instructor: Dr Karyn Moffatt
- Fall 2018, Master's course **GLIS679 Information Literacy**, Instructor: Dr Joan Bartlett

COMMUNITY OUTREACH

- **Introducing the Online Health Information Aid Website**, Zoom Talks, Internet Peer Cafe, Atwater Library and Computer Centre CONNECT Project, Aug 2020
- **Inspirations and Resources: A Conversation on Technologies for Promoting Social Interaction in Dementia Care**, Workshop, Alzheimer Society Colloquium on Innovations & Assistive Technologies in Dementia Care, Nov 2019
- **Empowering People with Dementia to Socialize**, Huddol Webinar, Oct 2019
- **Technology for Everyone: Designing for Aging and Dementia**, Alzheimer's Cafe Talks, Oct & Nov 2018

Service

PROGRAM COMMITTEE

- **CHI'24, Associate Chair**, Accessibility and Aging Subcommittee, **1 Special Recognition for Outstanding Reviews**
- **ASSETS'24 Program Committee Member**

REVIEWER

- **CHI**: 9 full papers ('21 '22 '23), 2 late-breaking work ('20 '23), **1 Special Recognition for Outstanding Reviews** (CHI'23 full paper)
- **CSCW**: 1 full paper ('20)
- **TACCESS**: 1 manuscript (2023)
- **Mitacs Accelerate Program**: 1 research proposal (2023)
- **Dementia Lab Conference**: 1 academic paper ('22)

COMMITTEES

- Inter-university: **Organizing Committee Member**, UBC-UVic Hackathon: Vis4All, Feb 2024
- National: **Quebec Representative**, AGE-WELL Highly Qualified Personnel (HQP) Advisory Committee, 2018–19
- Departmental: **PhD Representative**, McGill SIS Curriculum Committee, 2017–18
- Departmental: **Executive Member**, Association for Information Science & Technology (ASIS&T) McGill Chapter, 2017–18
- Departmental: **Executive Member**, Québec Library Association (ABQLA) McGill Chapter, 2015–17

SCHOLARLY VOLUNTEERING

- Panelist, **Thesis Finishers' Roundtable** (Apr 2024) and **Thesis Plus Roundtable** (Aug 2022), McGill Writing Centre
- Mentor, **ASSETS'23 Mentoring Program** for first-time authors
- Contributor, **SSHRC Focus Group** on barriers to accessibility in programs and services, Social Sciences and Humanities Research Council of Canada, Nov 2022
- Accessibility Support Volunteer, **CHI'21** & Assistance to the Accessibility Chairs, **CHI'20**
- Student Volunteer, **CSCW'20, CHI'18, WWW'16**

COMMUNITY VOLUNTEERING

- Registered Volunteer, **Alzheimer Society of British Columbia**, 2023–
- Registered Volunteer, **Alzheimer Society of Montreal**, 2018–21
- Tales & Travels Series Volunteer, **Westmount Public Library**, 2018–21
- Circulation Desk Volunteer, **Atwater Library and Computer Centre**, 2016–17
- Volunteer Guide & Cataloguer, **Château Ramezay Museum**, 2015–18