Novia Wong

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> *Re-imagining digital mental health technologies (DMHTs) through a human-centered, culturally informed approach, aiming to improve adoption and implementation of DMHTs among different populations.*

EDUCATION

University of California, Irvine, CA
PhD, Informatics
Advisor: Madhu Reddy
2021 – Present (Advanced to candidacy)

University of Michigan, Ann Arbor, MI
M.S., Information
User Experience Research and Design,
2017 – 2019

San Jose State University, San Jose, CA
B.S., Psychology (Honors)
Mathematics Minor
2014 – 2017

PUBLICATIONS

Conference Publications

C9 **Wong, N.,** Wu, C., Wang, P., Kong, T., Zhang, W., Liu, R., Baum, E., Martin, E., Wu, J., Chen, C., Luo, L., & Schueller, S. M. (2026). Submission made to *CHI 2026*, Barcelona, Spain.

C8 **Wong, N.,** Reddy, M., Winquist, N., Bradley, S., Carroll, A.J., Mohr, D., & Jacobs, M. (2026). Submission made to *CHI 2026*, Barcelona, Spain.

C7 **Wong, N.,** Cheng, N., Oewel, B., Genuario, K. E., Stoeckl, SE., Schueller, S., Ahmed, I., Van der Hoek, A., & Reddy, M. (2025). "It's a spectrum": Exploring Autonomy, Competence, and Relatedness in Software Development Processes and Tools. *CHI 2025*, Yokohama, Japan. doi: https://doi.org/10.1145/3706598.3713250 *[Honorable Mention Award]*

C6 Cheng, N., **Wong, N.**, & Reddy, M. (2025). Understanding Mental Wellbeing and Tools for Support with Taiwanese Emerging Adults: An Eastern Cultural Perspective. *CHI 2025,* Yokohama, Japan. doi: https://doi.org/10.1145/3706598.3713143

C5 Bautista, J., **Wong, N.,** Reddy, M., & Schueller, S. (2025). Healing Through Stories: Co-designing Digital Mental Health with Asian Americans. *CHI 2025,* Yokohama, Japan. doi: https://doi.org/10.1145/3706598.3714142

C4 **Wong, N.,** Jeong, S., Reddy, M., Samatis, C., Lattie, E., & Jacobs, M. (2023). Voice Assistants for Mental Health Services: Designing Dialogues with Homebound Older Adults. *DIS 2024,* Copenhagen*, Denmark.* doi: https://doi.org/10.1145/3643834.3661536

C3 **Wong, N.,** Jackson, V., Van der Hoek, A., Ahmed, I., Schueller, S., & Reddy, M. (2023). Mental Wellbeing in the Workplace: Perspectives of Software Engineers. *CHI 2023,* Hamburg, Germany. doi: https://doi.org/10.1145/3544548.3581528

C2 Scott, A., Cooke, I., Sliwinska, K., **Wong, N.,** & Schuster, D. (2018). Elicitation by critiquing: Applications to computer network defense. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting*. Santa Monica, CA: Human Factors and Ergonomics Society. doi: https://doi.org/10.1177/1541931218621286

C1 Cooke, I., Scott, A., Sliwinska, K., **Wong, N.,** Shah, S. V., Liu, J., & Schuster, D. (2018). Toward robust models of Cyber Situation Awareness. *Proceedings of the 9th International Conference on Applied Human Factors and Ergonomics.* Orlando, FL: AHFE International. doi: https://doi.org/10.1007/978-3-319-94782-2_13

Journal Publications

J5 Yin, J., **Wong, N.,** & Reddy, M. (2025). Understanding User Experience of Support-Seeking on Reddit During Stressful Times. *CSCW2025,* Bergen, Norway. (To be presented at CSCW 2025)

J4 Zhang, W., Wang, P., Liu, R., Chen, C., Yu, Z., Baum, E., Chan, M., Chan, A. Y., Hong, T., Kong, T., Lee, M., Li, Y., Schueller, S. M., Wen, Z., **Wong, N.,** Wu, J., Wu, W., Yang, Y., Zhang, Y., Luo., & Martin, E. A. Validation of the Mandarin Chinese Version of the Detachment, Internalizing, and Somatoform Spectra of the Hierarchical Taxonomy of Psychopathology Self-Report (HiTOP-SR). Manuscript submitted to publication in Assessment.

J3 Schueller, S. M., Liu, R., Lee, M. D., Baum, E., Chan, M. H., Chen, C., Chen, Y. A., Hong, T., Kong, T., Li, Y., Martin, E., Wang, P., Wen, Z., **Wong, N.,** Wu, J., Wu, W., Yang, Y., Yu, Z., Zhang, W., Zhang, Y., & Lu, L. Evaluating brief digital interventions for college student mental health in mainland China. Manuscript submitted to publication in npj Mental Health Research.

J2 Bautista, J., **Wong, N.,** Poola, N., Reddy, M., & Schueller, S. M. Understanding Opportunities for Mental Health Technologies Among "Gen Z" and "Millennial" Asian Americans: Insights from Focus Groups. Manuscript submitted to publication.

J1 Studd, H., Haldar, S., **Wong, N.,** Reddy, M., Miller, E., & Mohr, D. (2022). Collaboration Challenges and Technology Opportunities at the Intersection of Perinatal and Mental Health Journeys. *CSCW 2022*, Taipei, Taiwan. doi: https://doi.org/10.1145/3555614

Book Chapters
B1 **Wong, N.,** Kuziemsky, C., Abraham, J., Nambiar., K., & Reddy, M. (2025). Characterizing Collaborative Workflow and Health Information Technology. *Reengineering Clinical Workflow in the Digital and AI Era: Toward Safer and More Efficient Care.* Springer. [Link]

Poster Presentations and Flash Talks
P14 **Wong, N.,** Winquist, N., Parsons, L., Smith S., Krause, C. J., Barnas, O., Karr, C., Bradley S., Reddy R., Jacobs M., Carroll, A. J., & Mohr, D. C. (2025, August). *Alexa for Depression Management: Pilot Trial Results with Older Adults.* [Poster presentation]. ISRII 13th Scientific Meeting, San Diego, CA.

P13 **Wong, N.,** Krause, C. J., Winquist, N. W., Karr, C., Carroll, A. J., Mohr, D. C., Reddy, M., & Jacobs, M. (2025, August). *Lessons Learned: Using Amazon Alexa in a Feasibility Trial of Digital Mental Health Intervention.* [Poster presentation]. ISRII 13th Scientific Meeting, San Diego, CA.

P12 Kornfield, R., **Wong, N.,** Meyerhoff, J., & Reddy, M., Mohr, D. (2025, June). *Revisiting the Accelerated Creation-to-Sustainment Model: Experiences Applying the Model across Three Technology-Enabled Services*. [Flash talk]. Annual meeting of the Society for Digital Mental Health (Virtual).

P11 **Wong, N.,** Oewel, B., LeFevre, C., Modenesi, B., & Reddy, M. (2025, June). *Surveying cisgender men's perceptions and usage with digital mental wellbeing tools.* [Poster presentation]. Annual meeting of the Society for Digital Mental Health (Virtual).

P10 **Wong, N.** & Reddy, M. (2024, June). *Exploring Asian American Mental Health Content from Mental Health Professionals and Young Adults on TikTok* [Poster presentation]. ISRII 12th Scientific Meeting, Limerick, Ireland.

P9   Bautista, J., **Wong, N.,** & Reddy, M. (2023, June). *Asian American Mental Health and Technology: Improving Focus Group Methodology to Facilitate Conversations* [Poster presentation]. Annual virtual meeting of the Society for Digital Mental Health 2023. [Link]

P8   **Wong, N.,** Jeong, S., Lattie, E., Reddy, M., & Jacobs, M. (2023, June). *Designing a voice-assisted collaborative mental health intervention for homebound older adults and family caregivers* [Poster presentation]. Annual virtual meeting of the Society for Digital Mental Health 2023. [Link]

P7   **Wong, N.** & Reddy, M. (2022, June). *An exploration of Asian American youth's TikTok usage in expressing mental health concerns* [Poster presentation]. Annual virtual meeting of the Society for Digital Mental Health 2022. [Link]

P6   **Wong, N.,** Broderick, B., & Marcu, G. (2019, April). *Children with special needs as active collaborators in their own interventions* [Poster session]. University of Michigan School of Information Exposition, Ann Arbor, MI.

P5   **Wong, N.,** Mishra, A., Potiyevskiy, V., & Vohra, A. (2018, September). *MealSpace* [Poster presentation]. Decipher, Ann Arbor, MI.

P4   Wojciechowski, K. & **Wong, N.** (2018, April). Using LMS as a launchpad: Leveraging Canvas as a platform for library research learning modules [Poster presentation]. LOEX, Houston, TX.

P3   Cooke, I., Scott, A., Sliwinska, K., **Wong, N.,** Shah, S. V., Liu, J., & Schuster, D. (2017, May). *Toward robust models of cyber situation awareness* [Poster presentation]. Spartan Psychological Association Research Conference. San Jose, CA.

P2   Brown, P., Christensen, K., Nguyen, R., **Wong, N.,** & Schuster, D. (2016, April). *An investigation of trust in cyber security tools* [Poster presentation]. Meeting of the Western Psychological Association, Long Beach, CA.

P1   **Wong, N.** & Schuster, D. (2016, April). *The use of virtual machines in learning about human behavior in cyber security* [Poster presentation]. Spartan Psychological Association Research Conference. San Jose, CA.

Workshops Papers
W2 **Wong, N.,** Schueller, S., & Reddy, M. (2023, April). Aligning collaboration between HCI and IS researchers: Reflections on a Digital Mental Wellbeing Project. *CHI 2023 Workshop: Bridging HCI and Implementation Science for Innovation Adoption and Public Health Impact.* [Link]

W1 **Wong, N.,** Seshadri, P., Agnihotir, M., Oewel, B., & Agapie, E. (2022, May). Personalization of mental well-being apps through AI. *CHI 2022 Workshop: Grand Challenges in Personal Informatics and AI.* [Link]

Abstracts
A3 Pendse, S. R., Wong, N., de Choudhury, M., Farao, J., Kumar, N., Namwinga, N., Ramos, G., Wani, A. S., Schleider, J. L., & Reddy, M. (2025, April). *Beyond Culture: Centering Power, Reciprocity, and Justice in HCI and Mental Health Research*. SIG at CHI 2025. Yokohama, Japan.

A2 Bautista, J., **Wong, N.,** Reddy, M., & Schueller, S. (2024, June). Understanding Opportunities for Mental Health Technologies Among "Gen Z" and "Millennial" Asian Americans: Insights from Focus Groups [Abstract]. *In Symposium: Centering the Experiences of Racially and Ethnically Minoritized Groups in the Design and Improvement of Internet Interventions.* ISRII 12th Scientific Meeting, Limerick, Ireland.

A1 **Wong, N.,** Reddy, M. (2022, May). Supporting the Complex Mental Health Needs of Adolescents from Immigrant Families. CHI 2022 Workshop: Challenges, Tensions, and Opportunities in Designing Ecosystems to Support the Management of Complex Health Needs. [Link]

Thesis and Reports
R1 **Wong, N.** (2017). Investigating Criteria and Techniques for Increasing Password Security and Memorability for Users [Honor thesis].

RESEARCH EXPERIENCE
Cyrus Tang Foundation Project, Beijing Normal University, China/University of California, Irvine, CA
HCI Researcher, 07/2023 – Present
- Work with an interdisciplinary research team (psychology, statistics, and public health) in both the U.S. and China to assess college students' mental health in China, maintaining communication through WeChat and regular meetings in both the U.S. and China.
- Developed research protocol, conducted and evaluated interviews with 13 college therapists in Chinese.
- Sole HCI designer and worked with a software developer to develop a functional prototype of a digital mental health application, hosted as a WeChat mini program.
- Created qualitative survey questions and helped identify usability scales to evaluate digital mental health interventions (i.e., DBT and SSIs) among 1500+ college students in China.
- Adapted and translated English digital mental health interventions to Chinese for pilot studies.

Asian Mental Health Collectives (AMHC)
Researcher, 06/2022 – Present
- Collaborated with another PhD student to create a co-design protocol and facilitated 5 sessions of co-design workshops virtually on Zoom.
- Conducted and analyzed 4 focus groups to understand the Asian American mental health experience and the technologies used to manage mental health challenges.
- Developed new research ideas for AMHC, including program evaluation strategies.

PITCH Lab, Northwestern University, Evanston, IL/University of California, Irvine, CA
Research Assistant, 10/2020 – Present
- Led peer-reviewed publications and poster presentations to distribute the results of different projects.
- Served as the lead researcher to design and coordinate the development of a voice-based smart speaker application to pilot in a randomized-controlled trial.
- Prototyped a voice-based smart speaker application using Figma, Voiceflow, and Miro.
- Ran 20+ remote participatory design sessions to understand the voice assistant's role in supporting older adults' mental health.
- Conducted 10+ and analyzed 40+ interviews for a project on understanding the mental well-being of software engineers.
- Designed digital prototypes for usability testing sessions.
- Created product requirements for developers to build an Alexa Skill for older adults and a web app for family caregivers.

Empathetic Research Lab, University of Michigan, Ann Arbor, MI
Research Assistant, 10/2018 – 05/2019
- Conducted literature review for independent study on child-centered approach in behavioral interventions for children with special behavioral needs.
- Led a team of 4 to design protocol, conduct interviews, and analyze results.

TEACHING EXPERIENCE

University of California, Irvine, CA
Instructor, 3/31/2025 – 06/20/2025
- Taught ICS 4 (Designing Computing Technologies for People) to 178 undergraduate students.
- Designed curriculum to include relevant HCI topics such as ubiquitous computing, AR/VR, accessibility, and design process.
- Managed and coordinated 3 teaching assistants (TAs) for grading, facilitating group activities during class, and answering students' questions and requests relevant to course materials.

Purdue University, West Lafayette, IN
Guest Lecture, 2/13/2024
- Held a guest lecture for an undergraduate-level course, CS475-HCI, comparing my industry and academic experiences in HCI.

University of Michigan, Ann Arbor, MI
Graduate Student Instructor, 09/2018 – 05/2019
- Led a team of 4 graduate student instructors to create testing materials and manage testing logistics for 300 undergraduate students.
- Taught over 75+ students on Introduction to Cognitive Psychology through 3 discussion sections for 2 semesters.

PROFESSRIONAL UX DESIGN EXPERIENCE

CarePass, Irvine, CA
UX Designer and Researcher, 2022
- Led a team of 10 undergraduate and graduate students to design and develop a mobile application that distributes assignment passes and mental health education for college students.
- CarePass was a finalist among 20+ other hackathon teams.

NowPow (a Unite Us company), Chicago, IL
Product Designer, 05/2019 – 08/2021
- · Sole user experience researcher and designer supporting 5 different products; designed and near-launched a new product.
- · Led all user research through interviews, usability testing, and participatory design, ranging from 10 to 15 sessions each month.
- · Created a design system to increase hand-off efficiency and design consistency; the system includes a UI kit built with Adobe XD.
- · Collaborated with product managers, developers, QA, and customer success to validate designs, prioritize features, and determine product directions.

TechSmith Corporation, Okemos, MI
UX Designer Intern, 06/2018 – 08/2018, 01/2019 – 04/2019
- · Primary UX designer in the early stage of the product cycle, defined project scope and user groups using methods such as comparative analysis.
- · Created designs for Camtasia, a video editing desktop application. Designs were implemented and released in the 2019 update.

University of Michigan, Ann Arbor, MI
Instructional Designer, 10/2017 – 06/2018
- · Conducted 6 usability testing by surveying users about potential improvements, having 3 peer reviews with other designers, and assessing overall accessibility.
- · Drafted and revised course modules on Canvas to increase engaged learning experiences for undergraduate students.

AWARDS AND HONORS

University of California Irvine, Department of Informatics and Computer Science
Dissertation Completion Fellowship, 2025

University of California Irvine, Graduate Division
Grad Slam Semi-finalist, 2024
Grad Slam Semi-finalist, 2025

University of California Irvine, ANTrepreneurship Center
Mental Health for College Students Hackathon Finalists, 2022

University of California Irvine
Chair Award, 2021

University of Michigan School of Information
Graduation Commencement Speaker, 2019
Half Merit Scholarship, 2017 – 2019

Western Region Robotics Forum
Volunteer of the Year Award, 2017

San Jose State University
President scholar, 2016 – 2017
NSF Research Experiences of Undergraduate Fellowship, 2016 – 2017

REVIEWER EXPERIENCE

UIST 2025 (Full Paper)

DIS 2025

JMIR Mental Health

CHI 2025 (LBW, Full Paper)

CSCW 2025 (Full Paper)

HRI 2025 (Full Paper)

CHI 2024 (LBW, Full Paper)

Frontiers in Psychiatry, section Digital Mental Health

International Journal of Human-Computer Interaction

CSCW 2023 (Poster)

MENTORSHIP AND LEADERSHIP EXPERIENCE

TEAM Lab, University of California, Irvine
PhD Mentor, 09/2023 – Present
· Christine, W.

PITCH Lab, University of California, Irvine
PhD Mentor, 09/2023 – Present
At PITCH lab, each undergraduate and master's student is assigned a PhD mentor to provide guidance on conducting research and professional development (e.g., research method design, interviewing skills, scholarly writing). These are students I have mentored, who have successfully defended their thesis.
· Athena R. V.
· Naiyu C.
· Jiayu Y.

The Equity and Action Special Interest Group (SIG) at ISRII
Co-President, 08/2024 – Present

Informatics Graduate Student Association (IGSA) at the University of California, Irvine
President, 04/2024 – Present
Communications Chair, 03/2023 – 04/2024

San Jose State University
Alumni Mentor, 02/2022 – Present
· Monique T.
· Rio Y. M.
· Leilani T.
· Chi N.
· Charlene K.
· Nora S.

University of Michigan
Alumni Mentor, 08/2020 – Present

For Inspiration and Recognition of Science and Technology (*FIRST*)
Southern California Regional Planning Committee Member, 08/2022 – Present
FRC Judge Advisor, 08/2022 – Present
Coach and Mentor, 08/2014 – 08/2023 (*Works with students aged 8 to 18*)

University of Michigan School of Information
Information Mentor, 09/2017 – 06/2019

University of Michigan
Lead Graduate Student Instructor, 09/2018 – 05/2019

Learning Education Technology at the School of Information (LETSI) at the University of Michigan
President, 09/2018 – 05/2019

VOLUNTEERING EXPERIENCE

Society of Digital Mental Health (SDMH)
Member of Communications Committee, 04/2024 – Present

Asian Mental Health Collectives (AMHC)
Designer, 01/2023 – Present
Research Team Member, 06/2022 – Present

National Alliance of Mental Illness (NAMI)
Newsletter Designer, 06/2021 – Present

For Inspiration and Recognition of Science and Technology (*FIRST*)
Planning Committee Member, 08/2016 – 08/2017, 08/2022 – Present
Event Volunteer (Judge, Referee, Announcers, etc.), 2014 – Present

University of California Irvine, Design at UCI
Judge at Project Team Demos, 03/2025, 06/2025

DIS 2024
Student Volunteer, 07/2024

CHI 2024
Student Volunteer, 05/2024

CSCW 2023
Student Volunteer, 09/2023 – 10/2023

DIS 2022
Student Volunteer, 04/2022 – 06/2022

Shelter Association at Washtenaw County
Meal Distribution, 2018 – 2019

SKILLS

Language (Fluent)

English
Chinese: Mandarin
Chinese: Cantonese
HTML/CSS

Application

Figma/FigJam
Adobe XD
Voice Flow
Microsoft Office

Research Method

Affinity Diagram
Card Sorting
Interview
Contextual Inquiry
Participatory Design
Personas
Empathy Map
Survey Design/Analysis
Usability Testing