

Woosuk Seo

925 Mix Ave, Hamden, CT

📞 206-310-9264 • ✉ woosuk.seo@yale.edu

🌐 seowoosuk.wixsite.com/home

Research Interests: *Human-Computer Interaction, Health Informatics, Technology for Children*

Employment

Yale University

Postdoctoral Associate

New Haven, CT

09/2025 – Present

- Working with Dr. Melnick in the Department of Emergency Medicine.
- Validating and applying EHR-based metrics to measure usability, adoption, and effectiveness.

NAVER AI Lab

HCI Research Intern

Korea

05/2024 – 08/2024

- Designed an LMM-driven chatbot prototype for pediatric communication.
- Conducted interviews with experts in pediatric care, using the prototype.
- Led the project and submitted a conference paper as the first author.

NAVER AI Lab

HCI Research Intern

Korea

05/2023 – 08/2023

- Designed and developed an LLM-driven chatbot to encourage children to share their emotions.
- Conducted lab-based user study with 20 children.
- Led the project and submitted a conference paper as the first author.

University of Michigan

Graduate Student Research Assistant

Ann Arbor, MI

09/2018 – 08/2020

- Conducted field observation at a children's hospital and semi-structured interviews with pediatric cancer patients, their parents, and healthcare providers.
- Mentored research assistants on qualitative research methods.
- Led the project team as the first author of conference papers.

University of Washington

Research Assistant

Seattle, WA

09/2017 – 06/2018

- Worked with Prof. Jennifer Mankoff on a project that involved active and passive tracking of undergraduate students' mental and physical well-being for three months.
- Created study materials (e.g., IRB documents, recruitment flyers).
- Recruited participants and led the data collection process that involved monitoring sensor data and distributing weekly surveys.

Education

University of Michigan

School of Information, Ph.D. in Information

Dissertation Title: “*Designing an AI Chatbot to Support Child–Parent–Provider Communication in Pediatric Cancer Care*”

Advisor: Dr. Sun Young Park

Ann Arbor, MI

09/2018 – 06/2025

University of Washington

Information School, Bachelor of Science in Informatics

Seattle, WA

08/2011 – 06/2017

Teaching Experience

Graduate Student Instructor

University of Michigan

Ann Arbor, MI

09/2020–04/2025

- SI 612: Pervasive Interaction Design
- SI 106: Programs, Information, and People
- SI 582: Introduction to Interaction Design
- SIADS 601: Qualitative Inquiry for Data Scientists
- SIADS 503: Data Science Ethics
- SI 622: Needs Assessment and Usability Evaluation
- SI 482: Interaction Design Studio

Publications

Journal Articles (Peer-Reviewed).....

- [J.7] **Woosuk Seo***, Jiaqi Li*, Zhan Zhang, Hardeep Singh, Kalyan Pasupathy, Prashant Mahajan, and Sun Young Park “*Designing Health Care Provider–Centered Emergency Department Interventions: Participatory Design Study*”. JMIR Formative Research (2025) <https://doi.org/10.2196/68891>

* These authors contributed equally

- [J.6] **Woosuk Seo**, Shruti Jain, Vivian Le, Jiaqi Li, Zhan Zhang, Hardeep Singh, Kalyan Pasupathy, Prashant Mahajan, and Sun Young Park “*Designing Patient-Centered Interventions for Emergency Care: Participatory Design Study with Patients*”. JMIR Formative Research (2025) <https://doi.org/10.2196/63610>
- [J.5] Joonyoung Jun, **Woosuk Seo**, Jihyeon Park, Soobin Park, and Hyunggu Jung “*Exploring the Experiences of Streamers with Visual Impairments*”. ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '21) <https://doi.org/10.1145/3476038>
- [J.4] **Woosuk Seo**, Ayse Büyüktür, Sung Won Choi, Laura Sedig, and Sun Young Park. “*Challenges in the Parent-Child Communication of Health-related Information in Pediatric Cancer Care*”. ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '21) <https://doi.org/10.1145/3449184>

- [J.3] **Woosuk Seo**, Hyunggu Jung. “*Understanding the Community of Blind or Visually Impaired Vloggers on YouTube*”. Universal Access in Information Society (2020). <https://doi.org/10.1007/s10209-019-00706-6>
- [J.2] **Woosuk Seo**, Andrew Berry, Prachi Bhagane, Sung Won Choi, Ayse Büyüktür, and Sun Young Park. “*Balancing Tensions between Caregiving and Parenting Responsibilities in Pediatric Patient Care*”. ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '19), Austin, TX. <https://doi.org/10.1145/3359255>
- [J.1] Yasaman S. Sefidgar, **Woosuk Seo**, Kevin S. Kuehn, Tim Althoff, Anne Browning, Eve Riskin, Paula S. Nurius, Anind K. Dey, and Jennifer Mankoff. “*Passively-sensed Behavioral Correlates of Discrimination Events in College Students*”. ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '19), Austin, TX. <https://doi.org/10.1145/3359216>

Conference Papers (Peer-Reviewed).....

- [C.5] **Woosuk Seo**, Young-Ho Kim, Ji Eun Kim, Megan Fan, Mark Ackerman, Sung Won Choi, and Sun Young Park “*Enhancing Pediatric Communication: The Role of an AI-Driven Chatbot in Facilitating Child-Parent-Provider Interaction*”. ACM CHI Conference on Human Factors in Computing Systems (CHI '25). <https://doi.org/10.1145/3706598.3713134>
- [C.4] **Woosuk Seo**, Chanmo Yang, and Young-Ho Kim “*ChaCha: Leveraging Large Language Models to Prompt Children to Share Their Emotions about Personal Events*”. ACM CHI Conference on Human Factors in Computing Systems (CHI '24). <https://doi.org/10.1145/3613904.3642152>
- [C.3] **Woosuk Seo**, Joonyoung Jun, Minki Chun, Hyeonhak Jeong, Sungmin Na, Woohyun Cho, Saeri Kim, and Hyunggu Jung “*Toward an AI-assisted Assessment Tool to Support Online Art Therapy Practices: A Pilot Study*”. Proceedings of the 20th European Conference on Computer-Supported Cooperative Work: The International Venue on Practice-centred Computing on the Design of Cooperation Technologies (ECSCW '22). https://doi.org/10.48340/ecscw2022_ep04
- [C.2] **Woosuk Seo**, Ayse Büyüktür, Sanya Verma, Hyeryoung Kim, Sung Won Choi, Laura Sedig, and Sun Young Park “*Learning from Healthcare Providers’ Strategies: Designing Technology to Support Effective Child Patient-Provider Communication*”. ACM CHI Conference on Human Factors in Computing Systems (CHI '21). <https://doi.org/10.1145/3411764.3445120>
- [C.1] Sun Young Park, **Woosuk Seo**, Andrew Berry, Hyeryoung Kim, Sanya Verma, Sung Won Choi, and Ayse Büyüktür. “*Learning from Positive Adaptations of Pediatric Cancer Patients to Design Health Technologies*”. ACM CHI Conference on Human Factors in Computing Systems (CHI '20). <https://doi.org/10.1145/3313831.3376397>

Posters and Workshop Papers (Lightly Peer-Reviewed).....

- [L.3] **Woosuk Seo**, Sun Young Park, Mark Ackerman, Chan-Mo Yang, and Young-Ho Kim. “*Towards Designing a Safe and Reliable LLM-driven Chatbot for Children*”. CHI 2024 Workshop on Human-centered Evaluation and Auditing of Language Models (HEAL@CHI'24) (Extended Abstract). https://heal-workshop.github.io/papers/20_towards_designing_a_safe_and_r.pdf
- [L.2] **Woosuk Seo**, and Hyunggu Jung. “*Understanding Blind or Visually Impaired People on YouTube through Qualitative Analysis of Videos*”. ACM International Conference on Interactive Experiences

for TV and Online Video (TVX '18), Seoul, Korea. <https://doi.org/10.1145/3210825.3213565>

- [L.1] **Woosuk Seo**, and Hyunggu Jung. "Exploring the Community of Blind or Visually Impaired People on YouTube". ACM SIGACCESS Conference on Computers and Accessibility (ASSETS '17), Baltimore, MD. <https://doi.org/10.1145/3132525.3134801>

Co-organized Workshops.....

- [W.2] Francisco Nunes, Nervo Verdezoto, Tariq Andersen, Stina Matthiesen, Chia-Fang Chung, Sun Young Park, **Woosuk Seo**, and Paul Studenic. "Revisiting Patient-Clinician Interaction in 2022: Challenges from the Field and Opportunities for Future Research". European Conference on Computer-Supported Cooperative Work - Workshops (ECSCW '22), Coimbra, Portugal. <https://dl.eusset.eu/handle/20.500.12015/4408>
- [W.1] Sun Young Park, Francisco Nunes, Andrew Berry, Ayse Büyüktür, Luigi De Russis, Mary Czerwinski, and **Woosuk Seo**. "Who Cares? Exploring the Concept of Care Networks for Designing Healthcare Technologies". European Conference on Computer-Supported Cooperative Work - Workshops (ECSCW '19), Salzburg, Austria. <https://dl.eusset.eu/handle/20.500.12015/3270>

Invited Talks & Panels

Guest Lecture: Analysis and Design of Nursing Information Systems

05/2025, Seoul National University, Korea

"Enhancing Pediatric Communication: The Role of an AI-Driven Chatbot in Facilitating Child-Parent-Provider Interaction"

Seminar at ACCELERATE Lab

02/2025, Yale University, New Haven

"Human Factors in Designing Health Technologies"

Seminar at Department of Biomedical Informatics

02/2025, Ohio State University, Columbus

"Enhancing Pediatric Communication: From Identifying Challenges to Designing an AI-Driven Chatbot"

Seminar at HiBRID Lab

01/2025, New York University, NYC

"Designing an AI-driven Chatbot to Support Pediatric Communication"

Guest Lecture: Qualitative Research Methods in Design

11/2024, University of Minnesota (Remote)

"Challenges in Parent-Child Health Communication: Methods for Interviewing Different Stakeholders"

Seminar at Design Institute

06/2024, Inje University, Korea

"Enhancing Health Communication with Child Patients: From Needs Identification to AI-driven Chatbot Development"

Guest Lecture: Special Topics in HCI

06/2024, University of Seoul, Korea

"Design for Vulnerable Populations: An Exploratory Study for Designing Child-centered Chatbot"

Seminar with Team Alice

04/2024, University at Buffalo (Remote)

"Enhancing Health Communication with Child Patients: From Needs Assessment to AI-based Application Development"

Panel Talk at SIGCHI Korea Summer Event 2023

07/2023, Hanyang University, Korea

"Things I Wish I Knew Before Studying Abroad"

Research Lightning Talk

07/2023, Seoul National University of Science and Technology, Korea

"Designing Health Communication Technology in a Pediatric Care Context"

Distinguished Paper Invited Talks at HCI Korea Conference

02/2022, Remote

"Learning from Healthcare Providers' Strategies: Designing Technology to Support Effective Child Patient-Provider Communication"

Research Mentoring *The affiliations are based on the mentoring period and may not reflect the latest information.

Jessica Shen (Master's, University of Michigan)	06/2025 – Present
Shamita Rao (Master's, University of Michigan)	06/2025 – Present
Vivian Le (Undergraduate, University of Michigan)	04/2023 – 10/2024
Shruti Jain (Undergraduate, University of Michigan)	09/2022 – 10/2024
Megan Fan (Undergraduate, University of Michigan)	09/2022 – 09/2024
Sanya Verma (Undergraduate, University of Michigan)	09/2019 – 09/2020
Hyeryoung Kim (Master's, University of Michigan)	06/2019 – 09/2020

Professional Services

Journal Reviewer

- ACM Transactions on Computing for Healthcare (*HEALTH*), 2025

Conference Associate Chair (Program Committee)

- Conference on Human Factors in Computing Systems (*CHI*), 2026
- Conference on Computer-Supported Cooperative Work And Social Computing (*CSCW*), 2026

Conference Paper Reviewer

- Conference on Human Factors in Computing Systems (*CHI*), 2019-2025
- Conference on Computer-Supported Cooperative Work And Social Computing (*CSCW*), 2019-2025
- Conference on Interaction Design and Children (*IDC*), 2019-2025

Last Updated: August 29, 2025