Yushan Xing

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Research Statement

I am a Human–Computer Interaction (HCI) researcher specialising in qualitative and participatory research approaches. My research focuses on interdisciplinary areas across HCI, ageing, and responsible AI. My recent work investigates how inclusive and responsible technologies can support social connectedness in community settings. Working closely with older adults, community organisations, and industry partners, I employ Participatory Action Research, co-design, and qualitative methods to understand stakeholder needs, design and prototype technologies, and evaluate their use in real-world contexts. My research has produced high-quality outputs in leading HCI venues, including the ACM Conference on Human Factors in Computing Systems (CHI; Best Paper Honourable Mention), ACM Transactions on Computer-Human Interaction (TOCHI), and Proceedings of the ACM on Human-Computer Interaction (PACMHCI; CSCW). I also translate research findings into deployable technologies and practical design knowledge. My future research aims to advance human-centred and socially responsible approaches to emerging technologies across diverse social and organisational contexts.

Research interests: HCI, co-design and participatory methods, responsible computing, human-centred AI, ageing, social connectedness.

Education

- **Doctor of Philosophy in Engineering and IT** — ***Jun 2021 - Oct 2026***
  The University of Melbourne — Melbourne, Australia
  - Supervised by: Prof Jenny Waycott, Dr Melissa Rogerson, A/Prof Ryan Kelly
  - Thesis title: Designing Technology to Enhance the Social Connectedness of Older Adults in Community-Based Social Programs

- **Master of Information Technology (HCI Stream, Graduated with Distinction)** — ***Mar 2019 - Dec 2020***
  The University of Melbourne — Melbourne, Australia
  - Thesis title: Technology Use in Aged Care-Related Organisations to Maintain Social Programs and Support Older Adults' Social Wellbeing in Response to COVID-19

- **Bachelor of Science** — ***May 2014 - May 2018***
  University of Victoria — Victoria, Canada
  - Combined Major in Financial Mathematics and Economics, Minor in Statistics

Employment History

- **Academic Head Tutor/Tutor** — *Jul 2022 - Present*
  The University of Melbourne — Melbourne, Australia
- **Academic Tutor** — *Mar 2026 - Present*
  RMIT University — Melbourne, Australia
- **Research Assistant** — *Jul 2026 - Present*
  RMIT University — Melbourne, Australia
- **Research Assistant** — *Sept 2022 - Dec 2025*
  The University of Melbourne — Melbourne, Australia
- **UI/UX Design Intern** — *Dec 2019 - Feb 2020*
  MySecondEar — Berlin, Germany

PUBLICATIONS

C=CONFERENCE, J=JOURNAL, R=UNDER REVIEW

[J.1] **Yushan Xing**, Ryan M. Kelly, Melissa J. Rogerson, Wei Zhao, Ariel Valent, and Jenny Waycott. 2026. Tangible Topics: Designing Technology to Enrich the Social Interactions of Older Adults in Community-Based Programs. *ACM Transactions on Computer-Human Interaction (TOCHI)*. doi: 10.1145/3828654

[Q1 journal in the field of Computer Science and Information Systems]

[C.1] **Yushan Xing**, Ryan M. Kelly, Melissa J. Rogerson, Jenny Waycott, and Kashifa Aslam. 2024. Designing for Inclusive Experiences: Investigating Opportunities for Supporting Older Adults in Community-Based Social Programs. In *Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems*. Association for Computing Machinery, Article 1011. doi: 10.1145/3613904.3641892

[Best Paper Honorable Mention; A* in the CORE computing conference rankings]

[J.2] **Yushan Xing**, Ryan M. Kelly, Melissa J. Rogerson, and Jenny Waycott. 2023. "Keeping the Program Going": Technology Use by Community Organisations to Support the Social Connectedness of Older Adults During the COVID-19 Pandemic. *Proceedings of the ACM on Human-Computer Interaction*, 7, CSCW2, Article 241. doi: 10.1145/3610032

[A in the CORE computing conference rankings]

[J.3] Ryan M. Kelly, **Yushan Xing**, Steven Baker, and Jenny Waycott. 2024. "More Than Just Holding the iPad": Family Members' Perspectives on the Work of Video Calling in Aged Care. *Proceedings of the ACM on Human-Computer Interaction*, *8*, CSCW2, Article 468. doi: 10.1145/3687007

[A in the CORE computing conference rankings]

[J.4] Ryan M. Kelly, **Yushan Xing**, Steven Baker, and Jenny Waycott. 2023. Video calls as a replacement for family visits during lockdowns in aged care: Interview study with family members. *JMIR Aging* 6, e40953. doi: 10.2196/40953

[Q1 journal in the field of Health]

[C.2] Wei Zhao, Yuehao Wang, **Yushan Xing**, Tongtong Jin, Beheshteh Atrian, and Alethea Blackler. Designing with Ageing and Intergenerational Communities: Creative Approaches, Tools, and Challenges. *Proceedings of the 38th Australian Conference on Human-Computer Interaction (OzCHI 2026)*. Just Accepted.

[R.1] Wei Zhao, **Yushan Xing**, Dianna Vidas, Ryan Kelly, Melissa Rogerson, and Jenny Waycott. 2026. The Ethics of Participatory Promises: Reflecting on Challenges in Participatory and Co-Design Research with Older Adults. Manuscript under revision at *Interacting with Computers*.

RESEARCH PROJECTS

- **PhD Project: Designing for Social Connectedness in Later Life** ***Completed***
  - Conducted a two-year Participatory Action Research project in collaboration with a community partner, North & West Melbourne Neighbourhood Centre, to investigate how technology can be designed and used to enhance the social connectedness of older adults in community-based social programs, with a focus on inclusive and responsible technology design in real-world settings.
  - Co-designed Tangible Topics, a deployable tangible technology prototype for enhancing the social interactions of older adults in community-based social program sessions.
  - Applied qualitative methods, including 15 semi-structured interviews, 15 field observations, 4 co-design workshops, 2 rounds of technology prototyping, and 3 field trials to iteratively inform technology design, deployment, and evaluation in real-world settings.
- **RA Project: Evaluating AI-Assisted Assessment and Feedback in Higher Education** ***Ongoing***
  - Conducted mixed-methods research evaluating an RMIT-developed GenAI marking assistant, examining marker experiences and students' perceptions of AI-assisted feedback.
  - Refined research materials, including marker interview protocols and student surveys; recruited participants; conducted interviews and surveys; and analysed qualitative and quantitative data.
  - Coordinated the research timeline and project activities, working with senior researchers across education and computer science disciplines to negotiate research priorities, procedures, and project progress.
- **RA Project: Dossy - Improving the Design of Video Calling Applications for Older Adults** ***Completed***
  - Collaborated with Dossy.Co (a technology startup) and Uniting AgeWell Ltd (a major not-for-profit provider of aged care services in Australia) as part of the University of Melbourne research team to understand how video calling technologies can be better designed for older adults living independently, with consideration of accessibility and responsible technology use.
  - Conducted 2 rounds of field trials using Dossy, a video calling application designed for the needs of older adults, and carried out 25 semi-structured interviews via home visits and remote sessions, generating design recommendations to improve usability and user experience.

- **RA Project: Understanding Family Members' Perspectives on Video Calling in Aged Care** ***Completed***
  - This project examined how family members used video calls to communicate with their relatives living in aged care during lockdowns and uncovered the essential work activities required to make video calls function in residential care settings, informing the design of more accessible and supportive communication technologies.
- **Master Project: Technology Use in Social Programs for Older Adults during COVID-19** ***Completed***
  - This project studied how staff from aged care-related organisations used technologies to support the social wellbeing of their older adult clients through remote social programs during COVID-19.

Teaching Experience

- **Academic Head Tutor/Tutor** *Jul 2022 - Present*
  The University of Melbourne Melbourne, Australia
  - Delivered tutorials and contributed to the design and delivery of teaching and assessment across undergraduate and postgraduate HCI subjects, including *INFO90004 Evaluating the User Experience*, *INFO90006 Fieldwork for Design*, *INFO20004 Usability Evaluation Methods*, and *INFO30008 Interactive Technology Project*.
  - As Head Tutor, supported course coordination and curriculum development, including designing and refining LMS modules, tutorial activities, and supplementary materials (e.g., video resources); coordinated and facilitated lab-based usability studies across the subject, and collaborated with timetabling teams to manage tutorial enrolment adjustments.
  - Taught over 500 postgraduate students across eight semesters and mentored semester-long group projects in usability research and fieldwork, supporting research and design outcomes while fostering an inclusive and supportive learning environment that encouraged participation and collaboration.
- **Academic Tutor** *Mar 2026 - Present*
  RMIT University Melbourne, Australia
  - Delivered workshops and contributed to subject delivery for *COSC3099 UI and UX for Apple Platform*, facilitating student-centred learning activities grounded in human-centred design principles and Apple Human Interface Guidelines.
  - Co-developed COSC3099 workshop materials with the subject coordinator and mentored student teams in project-based work, guiding them through the design process from user research to ideation, and provided feedback on the refinement of iOS application prototypes.
  - Received average Course Experience Survey ratings of 4.44/5 in COSC3099, exceeding the benchmarks of corresponding School (4.16), STEM College (4.19), and RMIT Higher Education (4.23).
  - Tutored COSC1183/COSC3127 Usability Engineering, guiding students through group assignments involving usability test design, participant recruitment, test facilitation, analysis, and reporting; marked assessment work and provided formative feedback on the application of usability engineering methods.
- **Guest Lecture** *Oct 2025 - Present*
  - **Usability Evaluation, RMIT University**

    Presented a guest lectorial for the undergraduate subject *COSC3099 UI and UX for Apple Platform*, teaching common approaches to usability evaluation, including heuristic evaluation and user testing, while guiding students in developing effective testing scenarios and applying the think-aloud technique during test facilitation.
  - **Prototyping in Practice, The University of Melbourne**

    Delivered a guest lecture for the postgraduate subject *INFO90006 Fieldwork for Design*, sharing practical experiences and reflections on conducting fieldwork and iterative prototyping in interaction design, while supporting students in translating fieldwork insights into concrete design outcomes.

Research Student Mentoring

- **Master's Thesis Mentor** *2026*
  RMIT University Melbourne, Australia
  - Mentored a Master of Information Technology student on the minor thesis *Exploring the Role of Extended Reality in Supporting Independent Brazilian Jiu-Jitsu Technique Learning*, providing guidance on research methodology and study design. The thesis achieved a final mark of 87%.

Engagement and Outreach

- **Conference Presentation**
  - **Presenter**, "Keeping the Program Going": Technology Use by Community Organisations to Support the Social Connectedness of Older Adults During the COVID-19 Pandemic. Session: COVID-19 plus CSCW, CSCW 2023, Minneapolis, USA.
  - **Presenter**, Designing for Inclusive Experiences: Investigating Opportunities for Supporting Older Adults in Community-Based Social Programs, Session: Wellbeing in Ageing, CHI 2024, Hawaii, USA.
- **Conference Workshop**

- **Co-organiser**, Designing with Ageing and Intergenerational Communities: Creative Approaches, Tools, and Challenges. OzCHI 2026, Adelaide, Australia.

- **Research Showcase**
  - **Demonstrator**, presented Tangible Topics during post-conference lab tours at the Human-Robot Interaction (HRI) 2025 Conference, organised by the University of Melbourne HCI Lab, Melbourne, Australia.
  - **Demonstrator**, showcased Tangible Topics at the Tech Week Innovation Showcase 2024. Organiser: Cremorne Digital Hub, Melbourne, Australia.

- **Media Coverage and Public Events**
  - **Newspaper Article**: Interviewed by the North & West Melbourne Neighbourhood Centre about the PhD research. The article was published in the community newspaper.
  - **Feature Article**: Dossy, a Video Calling Tool, Builds Connections for Older People. Featured in the University of Melbourne Ingenium, highlighting the research collaboration with industry and aged care partners.
  - **Community Event**: Participated in the River Nile School Block Party event and assisted podcasting sessions using Tangible Topics.

Professional Services

- **Conference & Journal Paper Review** *2021 - Present*
  - The ACM SIGCHI Conference on Human Factors in Computing Systems (CHI)
  - The ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW)
  - The ACM SIGCHI Conference on Designing Interactive Systems (DIS)
  - The Annual Symposium on Computer-Human Interaction in Play (CHI PLAY)
  - Activities, Adaptation & Aging (AAA)
  - International Conference on Communities & Technologies (C&T)
  - Australian Computer-Human Interaction Conference (OzCHI)
  - **Outstanding reviewer recognitions**: 2 from CSCW (2023 & 2025), 1 from CHI 2023, 1 from CHI PLAY 2024
- **Conference Service**
  - Student Assistant to the Subcommittee Chairs (Qualitative Methods: Understanding People) for CHI 2026 conference.
- **Student Volunteer**
  - Served as a Student Volunteer at the CHI 2026 conference in Barcelona, Spain.
  - Supported remote workshop and symposium sessions at CHI 2022 conference.
- **Peer Mentor**
  - Supported three commencing students through the University of Melbourne's PhD Student Mentoring Program.

Awards and Scholarships

- **Best Paper Honourable Mention Award** *2024*
  - Top 5% of 4,000 submissions at the ACM SIGCHI Conference on Human Factors in Computing Systems (CHI)
- **Google Conference Scholarship** *2024*
  - $3,000 AUD from Google
- **Melbourne Research Scholarship and Research Training Program (RTP) Scholarship** *2021*
  - Approximately $130,000 AUD from The University of Melbourne
- **Dean's Honours List** *2019, 2020*
  - Awarded by The University of Melbourne as one of the top 5% of students in the Faculty of Engineering and IT
- **Melbourne Global Scholars Award** *2019*
  - $2,500 AUD from The University of Melbourne

Skills

- **Research:** Participatory Action Research, ethnography, semi-structured interviews, observations, co-design workshops, questionnaires, field trials, reflexive thematic analysis
- **Interaction Design:** Persona, scenario, storyboarding, sketching, wireframing, hi-fidelity prototyping, usability testing, card sorting, first click, tree test, five-second test
- **Tools & Programming:** Overleaf, NVivo, Figma, Balsamiq, Adobe XD, Java, MySQL, Python, R, HTML

Additional Information

Languages: Chinese (native), English (professional fluency)
Certifications: Working with Children Check (Victoria, Australia)
Personal Interests: Exploring new cultures through travel and reading; swimming for leisure and relaxation