

# DUYEN T. NGUYEN (MARY)

Post-doctoral Fellow @ Carnegie Mellon University

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## RESEARCH AREAS

- Human Computer Interaction: Social and cognitive psychological processes in computer-mediated communication
- Computer-Supported Cooperative Work: distance, multicultural, & virtual group collaboration

## EDUCATION

- Ph.D. in Communication, Cornell University, Ithaca, NY, Aug - 2013 (GPA: 4.06/4)
  - **Minor in Information Science**
  - **Advisor:** Dr. Susan R. Fussell, Department of Communication, Cornell University
  - **Dissertation:** Interaction Involvement in Intercultural Dyadic Instant Messaging Conversations
- M.S. in Communication, Cornell University, Ithaca, NY, Jan - 2013 (GPA: 4.06/4)
- B.Comp. (Honors) in Computer Science, National University of Singapore, 2007

## RESEARCH EXPERIENCE

### **Post-doctoral Fellow, Human-Computer Interaction Institute, Carnegie Mellon University**

09/2013 – now Advisors: Dr. Laura Dabbish & Dr. Sara Kiesler

- I am part of a large research team to study and design the infrastructure of a new Internet, more expressive, but more secure. I design and conduct empirical studies to answer questions about the impact of online transparency (the availability of meta-data about online information source) and anonymity on the perceptions, privacy concerns, and behaviors of Internet users.
- I published a CSCW'15 paper about the effect of activity transparency on advice taking online.

### **Research Assistant, Department of Communication, Cornell University**

09/2009 – 09-2013 Advisor: Dr. Susan Fussell

- I designed, conducted, and reported on experimental studies about language use and involvement in conversations between collaborating group members in multicultural (American & Chinese) teams. I published 3 conference papers (CSCW'12, CSCW'13, CABS'14 Best Paper Nominee), and 2 journal articles (Discourse Processes).
- I conducted an interview study and analyzed qualitative data about college students' use of communication technologies such as mobile phones, social networks, emails and video conferencing to connect with families. I published a CSCW'12 paper about this study.

PROFESSIONAL EXPERIENCE	<p><b>Software Engineer in UX Design Team, Creative Technologies Ltd., Singapore</b> 06/2008 – 08/2009 Manager: Tay Young-san</p> <ul style="list-style-type: none"> <li>• Creative Technologies Ltd. is a company manufacturing personal music players, webcams, and other computer accessories. I worked with the design and UX team to develop and maintain the User Interface for Creative’s webcam video editing software &amp; music player. I used the Microsoft .Net WPF framework, C#, XAML, and XML.</li> <li>• I was involved in usability testing. I ensured smooth hand-off of deliverables to the quality assurance teams, and resolved production issues to ensure successful product launches.</li> </ul> <p><b>Software Engineer in UX Design Team, muvee Technologies, Singapore</b> 06/2007 – 06/2008 Manager: Mafrudi Bin Rubani</p> <ul style="list-style-type: none"> <li>• muvee Technologies, Pte. Ltd. is a video editing software company. I designed and developed the User Interface for muvee’s online video editing services, and also for muveeReveal, a video editing software. I used the Microsoft .Net WPF framework, C#, XAML, and XML.</li> <li>• I was also involved in usability testing.</li> </ul>
RESEARCH METHODS	<ul style="list-style-type: none"> <li>• Experiments: Lab experiments, field experiments both online and offline, various designs such as randomized blocked, factorial, repeated measures</li> <li>• Text and discourse analysis</li> <li>• Survey</li> <li>• Interview, grounded theory</li> </ul>
STATISTICAL SKILLS	<ul style="list-style-type: none"> <li>• Statistical modeling: General Linear Models, Structural Equation Modeling, Multilevel Models</li> <li>• Statistical Platforms &amp; Software: SPSS, SAS, JMP, R, Matlab, UCINET, Lisrel</li> </ul>
PROGRAMMING SKILLS	<ul style="list-style-type: none"> <li>• Python, MySQL, R, Java, C#, HTML, LIWC (Linguistic Inquiry and Word Count)</li> </ul>
AWARDS	<ul style="list-style-type: none"> <li>• 2014: ACM CABS 2014 Best Paper Nominee [6]</li> <li>• 2013: Anson Rowe Advanced Graduate Student Award, Department of Communication, Cornell University</li> <li>• 2009: Glass Family Graduate Award, Department of Communication, Cornell University</li> <li>• 2005: Dean’s List Award, School of Computing, National University of Singapore.</li> </ul>
BOOK CHAPTER	<p>Fussell, S. R., Setlock, L. D. &amp; <b>Nguyen, D. T.</b> (in preparation). Bridging the Gap: Computer Mediated Communication across Cultural Boundaries. In <i>J. M. Carroll, Ed., Synthesis Lectures on Human-Centered Informatics</i>. San Rafael, CA: Morgan &amp; Claypool.</p>

- [1] **Nguyen, D.** & Fussell, S. (in press, 2015). Effects of Conversational Involvement Cues on Understanding and Emotions in Instant Messaging Conversations. In press for *Journal of Language & Social Psychology*.
- [2] **Nguyen D.** & Fussell, S. (in press, 2015) The Effects of Message Content on Communication Processes in Intercultural and Intra-cultural Interactions. *Discourse Processes*.
- [3] Nguyen, T., **Nguyen, D.**, Iqbal, S., & Ofek, E. (in press, 2015) The Known Stranger: Supporting Conversations between Strangers with Personalized Topic Suggestions. To appear in the *Proceedings of the 2015 ACM conference on Human Factors in Computing Systems (CHI 2015)*.
- [4] **Nguyen, D.**, Dabbish, L. & Kiesler, S (in press, 2015). The perverse effects of social transparency on online advice taking. In press for the *Proceedings of the 2015 ACM Conference on Computer-Supported Collaborative Works (CSCW 2015)*. NY: ACM Press.
- [5] **Nguyen, D.** & Fussell, S. (2014). Lexical Cues of Interaction Involvement in Dyadic Instant Messaging Conversation. *Discourse Processes*, 51, 468-493.
- [6] **Nguyen, D.** & Fussell, S (2014). Verbal cues of involvement in dyadic same-culture and cross-culture Instant Messaging conversations. *Proceedings of the 5th ACM International Conference on Collaboration Across Boundaries: Culture, Distance & Technology (CABS 2014)*, 41-50. NY: ACM Press. (**Best Paper Nominee**)
- [7] **Nguyen, D.** & Fussell, S (2013). Effects of Message Content on Cognitive and Affective Processes in Cross-culture and Same-culture Instant Messaging Conversations. *Proceedings of the CSCW 2013 conference on Computer-Supported Collaborative Works*, 19-32. NY: ACM Press.
- [8] **Nguyen, D.** & Fussell, S (2012). How did you feel during our conversation? Retrospective analysis of intercultural and same-culture Instant Messaging conversations. *Proceedings of the CSCW 2012 conference on Computer-Supported Collaborative Works*, 117-126. NY: ACM Press.
- [9] Smith, M., **Nguyen, D.**, Lai, C., Leshed, G. & Baumer, E. (2012). Going to college and staying connected: Communication between college freshmen and their parents. *Proceedings of the CSCW 2012 conference on Computer-Supported Collaborative Works*, 789 – 798. NY: ACM Press.
- [10] **Nguyen, D.** & Fussell, S (2010). Retrospective Analysis of Cross-culture Communication. In *Proceedings of the 3rd international conference on Intercultural collaboration (ICIC '10)*, 211-214. ACM Press.
- [11] Tan, W., **Nguyen, D.**, Tha, K., and Yu, X. (2009). Designing Groupware that Fosters Social Capital Creation: Can Facebook Support Global Virtual Team? *Proceedings of the 15th Americas Conference on Information Systems*, August 2009, San Francisco, CA, paper 525.
- [12] Hung, Y., **Nguyen, D.** (2008). The Impact of Cultural Diversity on Global Virtual Team Collaboration - A Social Identity Perspective. *Proceedings of the 41st Annual Hawaii International Conference on System Sciences (HICSS)*, pp. 10.
- [13] Hung Y., **Nguyen, D.**, Chang, K., Chua, A. (2008). Reexamining Media Capacity Theories using Workplace Instant Messaging. *IEEE Transaction of Professional Communication – Special Issue on Workplace Instant Messaging*, 51, 4, pp 352-368.

REFEREED  
CONFERENCE  
PAPERS  
&  
INVITED TALKS

- (1) Nguyen, D. & Fussell, S. (2013). The Expression of Involvement in Instant Messaging Conversations. *Presentation at the Annual Meeting of the Society for Text and Discourse*, July 2013, Valencia, Spain.
- (2) Nguyen D. & Fussell, S. (2013). The Effects of Cognitive and Affective Processes on Message Content in Same-culture and Cross-culture Instant Messaging Conversations. *Paper presented at the 63rd Annual Conference of the International Communication Association*, May 2013, London, UK.
- (3) Nguyen D. & Fussell, S. (2012). Effects of communication processes on message production in intercultural and intracultural interactions. *Paper presented at the 98th Annual Conference of the National Communication Association*, Nov 2012, Orlando, FL.
- (4) Nguyen D. & Fussell, S. (2012). Effects of message content on communication processes in intercultural and intracultural interactions. *Paper presented at the 62st Annual Conference of the International Communication Association*, May 2012, Phoenix, AZ.
- (5) Nguyen, D. & Fussell, S. (2011). What went wrong in our conversation? A Retrospective Analysis of Intercultural Communication in Chinese and American Dyads. *Paper presented at the 61st Annual Conference of the International Communication Association*, May 2011, Boston, MA.
- (6) Group level social factors in system design. *Guest lecture* in HF 05-413/05-813 Human Factors, Human Computer Interaction Institute, Carnegie Mellon University, Pittsburgh, PA.
- (7) Cross-cultural research in computer-mediated communication. *Guest lecture* in COMM 6450 Computer-Mediated Communication, Department of Communication, Cornell University, Ithaca, NY.
- (8) Social Transparency & Online Advice Taking. *Invited Lunch Talk*. Intercultural Collaboration Lab, Cornell University, Ithaca, NY.

PROFESSIONAL  
SERVICES  
&  
LEADERSHIP  
ACTIVITIES

- **Publication Co-chair** for ACM International Conference on Collaboration across Boundaries: Culture, Distances and Technology (CABS) 2014
- Reviewer for ACM Conf. of Human Factors in Computing (CHI) 2011-2014 with recognition for **exceptional review CHI 2014**
- Reviewer for IJAIE – International Journal of Artificial Intelligence in Education
- Reviewer for ACM Conf. of Computer-Supported Collaborative Work (CSCW) 2012 - 2015
- Reviewer for ACM Conf. of Designing Interactive Systems (DIS) 2014
- Reviewer for ACM International Conference on Collaboration across Boundaries: Culture, Distances and Technology (CABS) 2014
- Reviewer for International Communication Association (ICA) 2011-2013