

ALICIA K. WILLIAMSON

School of Information
University of Michigan

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EDUCATION

University of Michigan Ann Arbor, MI
Ph.D. Candidate in the School of Information Fall 2018 – Present
Advisor: Tiffany Veinot
Committee: Laurie Buis, Mark Ackerman, Shawna Smith.
Dissertation Title: The Role of Technology in Community Mental Healthcare Access, Retention, and Coordination
Estimated Graduation: April 2025

George Washington University Washington, DC
Bachelor of Arts, Psychology (Minor in Criminal Justice) May 2013

TEACHING EXPERIENCE

Courses

University of Michigan, School of Information Ann Arbor, MI
Graduate Student Instructor Fall 2023
Course: SI 311/511 Special Topics: Generative AI & UX

University of Michigan, School of Information Ann Arbor, MI
Graduate Student Instructor Fall 2019, 2020, 2022, 2022 Course: SI
588 Fundamentals of Human Behavior

University of Michigan, School of Information Ann Arbor, MI
Graduate Student Instructor Winter 2020
Course: SI 622 Needs Assessment and Usability Evaluation

Invited Guest Lectures

Participatory Action Research & Community Engagement in Research March 2023
Social Policy Doctoral Independent Study
Brandeis University, Heller School for Social Policy and Management

Ethics and Social Media Marketing October 2021
SI 355 Social Media in Organizations
University of Michigan, School of Information

Community-Based Research Methods April 2021

SI 623 Research Methods for Information Professionals
University of Michigan, School of Information

Digital Equity and Mental Health Technologies
PSYCH 211 Project Outreach
University of Michigan, School of Information

March 2021

HONORS & FELLOWSHIPS

- 2024 Editorial Feature; Journal of the American Medical Informatics Association.
- 2023 American Medical Informatics Association “Year in Review” Selection.
- 2023 Featured Article; Journal of the American Medical Informatics Association, 2-24.
- 2023 International Medical Informatics Association “Year in Review” Selection.
- 2022 Best Consumer Health Paper of 2021; Yearbook of Medical Informatics.
- 2020 Institute for Healthcare Policy and Innovation Summer Fellowship.
- 2017 AcademyHealth Research Meeting Poster Walk Presenter – Behavioral Health.
- 2013 Summa Cum Laude scholar, Columbian College of Arts and Sciences, George Washington University.

PEER REVIEWED PUBLICATIONS

Antonio, MG, **Williamson, AK**, Buis, LR, Dillahunt, TT, Veinot, TC. 'A Theory of Human Technology Intermediation for Equitable Service Access: Empirically-Grounded Intermediary Tactics to Support Access and Use of Technology in Resource-Constrained Communities. *[Under review]*.

Williamson, AK, Li, EJ, Veinot, TC. “Getting people access to services is also getting them access to a phone”: Clarifying digital divide dynamics and their consequences in Community Mental Health Care.” In AMIA Annual Symposium Proceedings (Vol. 2024). American Medical Informatics Association. 2024. *[In press]*.

Disability Justice in HCI Collective (Sum C.... **Williamson, AK.**) (2024). Challenging Ableism: A Critical Turn Toward Disability Justice in HCI. XRDS: Crossroads, The ACM Magazine for Students, 30(4), 50-55.

Williamson, AK, Antonio, MG, Davis, S, Kameswaran, V, Dillahunt, TR, Buis, LR and Veinot, TC, 2024. Human technology intermediation to reduce cognitive load: understanding healthcare staff members’ practices to facilitate telehealth access in a Federally Qualified Health Center

patient population. *Journal of the American Medical Informatics Association*, p.ocad257. **(JAMIA Editorial Feature, 2024)**

Antonio, MG, **Williamson, AK**, Kameswaran, V, Beals, A, Ankrah, R, Goulet, S, Wang, I, Macias, G, James-Gist, J, Brown, LK, Davis, S, Pillai, S, Buis, LR, Dillahunt, TR, Veinot, TC. Targeting Patients' Cognitive Load for Telehealth Video Visits Through Student-Delivered Helping Sessions at a United States Federally Qualified Health Center: Equity-Focused, Mixed Methods Pilot Intervention Study. *JMIR*. [Open Access]; (2023).

Veinot, TC, Clarke, PJ, Romero, DM, Buis, LR, Dillahunt, TR, Vydiswaran, V, Beals, A, Brown, LK, Richards, O, **Williamson, AK**, Antonio, MG. 2022. Equitable Research PRAXIS: A Framework for Health Informatics Methods. *Yearbook of Medical Informatics*, 31(01), pp.307-316. **(AMIA "Year in Review" Selection, 2023)**

Spitzer, E, Kaitz, J, Fix, G, Harvey, K, Stadnick, N, Sullivan, J, **Williamson, AK**, Miller, C. Developing Relational Coordination: A Qualitative Study of Outpatient Mental Health Teams. *Health Care Management Review*. (2022).

Nong, P, **Williamson, AK**, Anthony, D, Platt, J and Kardia, S. 2022. Discrimination, trust, and withholding information from providers: Implications for missing data and inequity. *SSM population health*, 18, p.101092.

Miller CJ, Sullivan JL, Harvey KL, **Williamson AK**, & Stadnick N. Promoting high-functioning mental health treatment teams in the context of low staffing ratios. *Health care management review*. 2022 Jan 1;47(1):12-20.

Williamson, AK, Barbarin, A, Campbell, B, Campbell, T, Zimmerman, M, Reischl, T, Veinot, TC. HOPE eIntervention: Uptake and engagement in an online sexual health intervention among African-American young adults. *Journal of Medical Internet Research*. (2021). **(Best Consumer Health Paper of 2021)**

Williamson, AK, Riendeau, RP, Stolzmann, K, Silverman, AF, Kim, B, Miller, CJ, Connolly, SL, Pitcock, J, Bauer, MS. An Exploratory Analysis of Self-Reported Protective Factors against Self-Harm in an Enrolled Veteran General Mental Health Population. *Military Medicine*. (2019).

Bauer, MS, Miller, CJ, Kim, B, Lew, R, Stolzmann, K, Sullivan, J, Riendeau, RP, Pitcock, J, **Williamson, AK**, Connolly, SL, Elwy, AR. Effectiveness of Implementing a Collaborative Chronic Care Model for Clinician Teams on Patient Outcomes and Health Status in Mental Health: A Randomized Clinical Trial. *JAMA network open*. (2019) 2(3), pp.e190230-e190230.

Riendeau RP, Sullivan JL, Meterko M, Stolzmann K, **Williamson AK**, Miller CJ, Kim B, Bauer MS. Factor Structure of the Q-LES-Q Short Form in an Enrolled Mental Health Clinic Population. *Quality of Life Research*. (2018).

CONFERENCE PRESENTATIONS & POSTERS

Williamson, AK. Human Intermediaries As Core Infrastructure For Addressing Telehealth Access Inequities. American Medical Informatics Association (AMIA) Annual Symposium, 2022. [Works-in-Progress Oral Presentation].

Williamson, AK, Brown, LK, Veinot, TC, Anthony, D. Lesbian, Gay, and Bisexual Patient Perceptions of Collaborative Communication: Implications for Access to Health Information. American Medical Informatics Association (AMIA) Annual Symposium, 2021. [Podium Presentation]

Williamson, AK, Barbarin, A, Campbell, B Campbell, T, Zimmerman, M, Veinot, TC. Information Sharing, Targeted Content, and Trust Drive Uptake and Engagement in an Online Sexual Health Intervention for African American Young Adults. 2020 Society of Behavioral Medicine Annual Meeting. [Abstract]. [Accepted]

Williamson, AK, Davis, S, Goulet, S, Kameswaran, V, Ankrah, E, Dillahunt, T, Buis, LR, Veinot, T. Intermediary practices for low-income telehealth users. Workshop on Interactive Systems in Healthcare (WISH) 2020. [Panel]

Williamson, AK, Riendeau RP, Stolzmann K, Rochman A, Kim B, Miller CJ, Pitcock J, Bauer MS. Suicidality in an enrolled behavioral health population: Rates, correlates, and protective factors. Poster session presented at: AcademyHealth Annual Research Meeting; 2017 Jun 26; New Orleans, LA. **(ARM Poster Walk Presenter, 2017)**

RESEARCH EXPERIENCE

Google, UXR Remote
Student Researcher (Supervisor: David McGaw) June 2023 – June 2024
Project: Advancing Artificial Intelligence User Experience for Neurodivergent Users (AI UXR)

University of Michigan, School of Information Ann Arbor, MI
Graduate Student Research Assistant (PI: Dr. Tiffany Veinot) Summer 2020 – Fall 2022
Project: Sociotechnical Systems and Complexity Reduction: Enhancing Access to Digital Essential Services for Low-Income Communities during a Public Health Crisis

University of Michigan, School of Information Ann Arbor, MI
Graduate Student Research Assistant (PI: Dr. Tiffany Veinot) Fall 2018 – Fall 2019
Project: HIV Outreach, Prevention, and Education (HOPE) eIntervention

U.S. Dept. of Veterans Affairs – CHOIR Boston, MA
Research Assistant/Project Manager (PI: Dr. Mark Bauer) October 2016 – July 2018
Projects: Team-Based Behavioral Health, Enhancing Team-Based Care in the VA

Wediko Children's Services Windsor, NH
Research Assistant/Residential Counselor (Supervisor: Dr. Winslow Robinson) Summer 2013
Project: Behavioral Checklist Data Tracking

GWU Health Cognitions and Behavior Research Lab Washington, DC
Research Assistant (Supervisor: Dr. Janine Beekman) January 2013 – June 2013
Project: Racial Discrimination and Health Risk (including HIV-risk) Cognitions and Behaviors

SERVICE

Elected Doctoral Committee Student Representative 2021 - 2022

University of Michigan, School of Information

Reviewer 2021
39th Annual ACM Conference on Human Factors in Computing Systems (CHI '21)

Elected Doctoral Executive Committee Member 2020 – 2021
University of Michigan, School of Information

Peer Mentor
University of Michigan, School of Information 2019 - 2020

RESEARCH MENTORING

Eva J. Li 2023 - Present
Formative research support, University of Michigan

Mariele Ventrice, MS Research Assistant 2021 - 2022
Community Health Informatics Lab, University of Michigan

Dureti Ahmed, MS Research Assistant 2021 - 2022
Community Health Informatics Lab, University of Michigan

Judah Pemble, MS Research Assistant 2021 - 2022
Community Health Informatics Lab, University of Michigan

Jana Muhic, MS Research Assistant 2020
Clinical Informatics Internship, University of Michigan, School of Information

Grecia Macias, MS Research Assistant 2020
Clinical Informatics Internship, University of Michigan, School of Information

Josue Figueroa, MS Research Assistant 2020
Clinical Informatics Internship, University of Michigan, School of Information

Shannon Goulet, MS Research Assistant 2020
Clinical Informatics Internship, University of Michigan, School of Information

Ivy Wang, MS Research Assistant 2020
Clinical Informatics Internship, University of Michigan, School of Information

Ashley Beals, MS Research Assistant 2020
MICHHR Summer Immersion Program in Health Disparities, University of Michigan

MEMBERSHIPS

American Medical Informatics Association 2019 – Present

Society of Behavioral Medicine

2019 – 2020

Michigan Medicine Depression Center

2019 – Present

AWARDS

UMSI Student DEI Grant

2024

UMSI PhD Travel Grant, University of Michigan (full funding)

2020 - 2024

Rackham Conference Travel Grant, University of Michigan (full funding)

2020 - 2024