

# Olivia Richards



570-417-9940



oliviakr@umich.edu



www.oliviakrichards.com

## Education

The University of Michigan; Ann Arbor, MI

Doctorate of Philosophy, Information; 2019-present; GPA: 3.96; Anticipated Graduation: 04/24  
Advisor: Dr. Tiffany Veinot

The Pennsylvania State University; University Park, PA

Bachelor of Science, Mathematics; Millennium Scholar, Class of 2019, GPA: 3.81

## Publications

### Awards & Honors

1) *Editor's Choice*, Journal of the American Medical Informatics Association, Volume 29, Issue 6, June 2022

### Journal Articles

1) **Olivia K. Richards**, Bradley E lott, Tammy R Toscos, Jessica A Pater, Shauna R Wagner, Tiffany C Veinot, *"It's a mess sometimes"*: patient perspectives on provider responses to healthcare costs, and how informatics interventions can help support cost-sensitive care decisions, Journal of the American Medical Informatics Association, 2022; <https://doi.org/10.1093/jamia/ocac010>

2) Tiffany C Veinot, Phillipa J. Clarke, Daniel Romero, Laurie R Buis, Tawanna Dillahunt TR, Vaishnav Vydiswaran, Ashely Beals, Lindsay Brown, **Olivia Richards**, Alicia Williamson, Marcy G Antonio. Equitable Research PRAXIS: A Framework for Health Informatics Methods. Yearbook of Medical Informatics. 2022 Aug;31(01):307-16.

3) Erin Beneteau, Yini Guan, **Olivia K. Richards**, Mingrui Ray Zhang, Julie A. Kientz, Jason Yip, and Alexis Hiniker. 2020. Assumptions Checked: How Families Learn About and Use the Echo Dot. Proc. ACM Interact. Mob. Wearable Ubiquitous Technol. 4, 1, Article 3 (March 2020), 23 pages. <https://doi.org/10.1145/3380993>

### Refereed Conference Proceedings

4) **Olivia K. Richards**, Carol Scott, Allison Spiller, and Gabriela Marcu. 2022. "Wearing a High Heel and a House Shoe at the Same Time": Parents' Information Needs While Navigating Change in their Child's Behavioral Care. Proc. ACM Hum.-Comput. Interact. 6, CSCW2, Article 352 (November 2022), 32 pages. <https://doi.org/10.1145/3555772>

5) **Olivia K. Richards**, Gabriela Marcu, and Robin N. Brewer. 2021. Hugs, Bible Study, and Speakeasies: Designing for Older Adults' Multimodal Connectedness. In Designing Interactive Systems Conference 2021 (DIS '21). Association for Computing Machinery, New York, NY, USA, 815–831. <https://doi.org/10.1145/3461778.3462075>

6) **Olivia K. Richards**, Adrian Choi, and Gabriela Marcu. 2021. Shared Understanding in Care Coordination for Children's Behavioral Health. Proc. ACM Hum.-Computer Interact. 5, CSCW1, Article 21 (April 2021), 25 pages. <https://doi.org/10.1145/3449095>

7) Ben Jelen, **Olivia K. Richards**, Samantha A. Whitman, Tom Ongwere, K. Cassie Kresnye, and Katie A. Siek. 2020. Exploring the Use of Electronics to Customize Pervasive Health Technologies with Older Adult Crafters. In PervasiveHealth '20: EAI International Conference on Pervasive Computing Technologies for Healthcare, May 18–20, 2020, Atlanta, United States. ACM, New York, NY, USA, 13 pages. <https://doi.org/10.1145/3421937.3421976>

8) Erin Beneteau, **Olivia K. Richards**, Mingrui Zhang, Julie A. Kientz, Jason Yip, and Alexis Hiniker. 2019. Communication Breakdowns Between Families and Alexa. In Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems (CHI '19). ACM, New York, NY, USA, Paper 243, 13 pages. <https://doi.org/10.1145/3290605.3300473>

9) Ben Jelen, Julia Dunbar, Susan Monsey, **Olivia K. Richards**, and Katie A. Siek. 2019. Utilizing the Affinity Research Group Model in a Summer Research Experience for

Undergraduates Program. In Proceedings of the 50th ACM Technical Symposium on Computer Science Education (SIGCSE '19). ACM, New York, NY, USA, 990-996.  
<https://doi.org/10.1145/3287324.3287501>

#### Extended Abstracts

1) **Olivia K. Richards.** *Family-Centered Exploration of the Benefits and Burdens of Digital Home Assistants.* In Extended Abstracts of the 2019 CHI Conference on Human Factors in Computing Systems (CHI EA '19). ACM, New York, NY, USA, Paper SRC11, 6 pages. <https://doi.org/10.1145/3290607.3308458>

2) **Olivia K. Richards.** *Exploring the Empowerment of Older Adult Creative Groups using Maker Technology.* In Proceedings of the 2017 CHI Conference Extended Abstracts on Human Factors in Computing Systems, pp. 166-171. ACM, 2017. <https://doi.org/10.1145/3027063.3048425>

#### Workshop Papers

1) **Olivia K. Richards,** Gabriela Marcu, Tiffany Veinot. *Complex Health Needs in Vulnerable Populations: Studies of the Care Ecosystem Toward Proactive Informatics Supports.* Workshop on Challenges, Tensions, and Opportunities in Designing Ecosystems to Support the Management of Complex Health Needs. CHI 2022. New Orleans, LA. April 2022.

2) **Olivia K. Richards,** Gabriela Marcu. *Children's Agency in the Age of Smart Things.* Workshop on Privacy and Power at CHI 2020. Honolulu, HI. April 2020.

#### Doctoral Consortia

1) **Olivia K. Richards.** 2022. *Understanding and Designing Technologies for Family Health Routines: Supporting Children in the Digital Age.* In Companion Publication of the 2022 Conference on Computer Supported Cooperative Work and Social Computing (CSCW'22 Companion). Association for Computing Machinery, New York, NY, USA, 228–231. <https://doi.org/10.1145/3500868.3561401>.

#### Experience

##### Research Internships

**PBS Kids; Arlington, VA – September 2021- February 2022**

Studied how learning and social interaction outcomes are measured from digital games played by preschool-aged children and their caregivers; Analyzed STEM-based game data to understand the impact of scaffolding on child engagement and success

##### Academic Research

**University of Michigan; Ann Arbor, MI- September 2019- Present**

**Dissertation Studies:** Three mixed-methods studies of the role of technology in children's health routines and how technology can provide autonomy support

**Parents' Information Needs While Navigating Change:** Conducted a diary and interview study to understand parents coping strategies with Dr. Gabriela Marcu; *Published CSCW '22*

**Patients Perspectives on Cost Conversations:** Studied patients' perspectives on provider responses to healthcare costs, and how informatics interventions can help support cost-sensitive care decisions with Dr. Tiffany Veinot; *Published JAMIA '22*

**Care Coordination for Children's Behavioral Health:** Studied coordination work for children by collaborative care teams with an interview study; developed a conceptual framework for shared understanding with Dr. Gabriela Marcu; *Published CSCW '21*

**Multimodal Connectedness in Infrastructural Breakdown:** Studied how COVID-19 impacted older adults' communication patterns, technology use, and well-being with a nationwide survey and interview study with Dr. Robin Brewer; *Published DIS '21*

**Content Analysis of Children's YouTube Consumption:** Analyzed young children's (0-8 yo) media content with Dr. Jenny Radesky; **Published by Common Sense Media**

**University of Washington; Seattle, WA- Summer 2018**

*Parent's Perspectives of the Benefits and Burdens of Voice Assistants:* Home deployment and semi-structured interviews with 12 families; Analyzed product reviews to understand perspectives and inform design for families; Conducted co-design with KidsTeam UW with Drs. Julie Kientz, Alexis Hiniker, and Jason Yip; *Published CHI '19, IMMUT '20*

**Penn State University; University Park, PA- January 2016- May 2019**

*Health & Human Development:* Designed and deployed mobile application for interdisciplinary group work; Conducted focus groups with college students with Dr. Meg Small

*Deliberate Parenting Practices for Child Development:* Interviewed 20 parents of preschool children to examine habit development strategies and tech use with Dr. Eun Kyoung Choe

**Indiana University; Bloomington, IN – Summer 2016**

Observed older adult communities and organized participatory design activities to support the creation of electronically enhanced devices using Arduino C with Dr. Katie Siek

**Teaching**

Michigan

**SI 501 - Contextual Inquiry and Consulting Foundations, Fall 2022**

Taught two classes of 25 Masters of Information students; Held office hours; Graded

**SI 422 - Needs Assessment and Usability Evaluation, Fall 2021 & Winter 2022**

Taught two user research methods classes to 50+ undergrads; Held office hours; Graded

Penn State

**SCM 200- Statistics for Business— January 2017- May 2019**

Held office hours and lab sessions to assist 300+ students in Statistics; Graded assignments; Distributed, proctored, and collected exams while maintaining a fair testing environment

**Skills**

**Research:** literature review, interview study, participant observation, ethnography, content analysis, thematic analysis, survey, diary study

**Design:** persona creation, rapid prototyping, wireframes, scenario design, usability testing

**Software and Programming Languages:** Microsoft Office, Python, Arduino, R, SPSS, Qualtrics

**Presentations**

Invited Talks

**Complex Health Needs in Vulnerable Populations: Studies of the Care Ecosystem Toward Proactive Informatics Supports:**

1) CHI 2022 Workshop. Challenges, Tensions, and Opportunities in Designing Ecosystems to Support the Management of Complex Health Needs. New Orleans, LA. April 2022.

Posters

**Shared Understanding in Care Coordination for Children's Behavioral Health:**

1) CRA-WP Grad Cohort. New Orleans, LA. April 2022.

**Shared Understanding in Care Coordination for Children's Behavioral Health:**

2) University of Michigan Center for Disability Health and Wellness (CDHW) Research Symposium. Virtual. October 2020.

3) WISH @ AMIA Poster Presentation. Virtual. November 2020.

**Parent's Perspectives of the Benefits and Burdens of Digital Home Assistants:**

4) Grace Hopper Celebration of Women in Computing. Houston, TX. September 2018.

5) CHI 2019, Glasgow, Scotland. May 2019.

**Deliberate Parenting Practices for Child Development:**

6) Undergraduate Research Exhibition, Penn State, University Park, PA. April 2018.

Exploring the Empowerment of Older Adult Creative Groups using Maker Technology:

7) CHI 2017. Denver, CO. May 2017

8) Undergraduate Research Exhibition, Penn State, University Park, PA. April 2017.

9) CUR NSF REU Symposium; Arlington, VA. October 2016.

10) NSF REU Symposium; Indiana University, Bloomington, IN. August 2016.

## Honors & Awards

2022

Computing Research Association Grad Cohort, Selected Participant/Poster Presenter  
Nominee for UM School of Information Graduate Student Instructor of the Year

2018

Grace Hopper Celebration, Selected Poster Presenter  
Computing Research Association DREU, Selected Participant  
Penn State 2018 IdeaMakers Startup Challenge, Finalist  
Georgia Tech FOCUS Program, Selected Participant

2017

ACM CHI Student Research Competition, Finalist, 2nd place

2016

PA NASA Space Grant Undergraduate Research Program, Grant Recipient

## Academic Service

Paper Reviews

IDC: 2020 | CHI: 2017- 2023 | CSCW: 2020-2022

Conference Volunteering

Late Breaking Work AC: CHI 2020 | Student Volunteer: CHI 2019-2022

Research Advisees

Undergraduate: Camille Gillmore, Tsz Nicole Cheung, Jolana Babjak, Thomas Mezgebu (2022-present) | Iris Lin, Minnie Sun (2021-22) | Ann Dysert (2019-21) | Kayla Guerrero (2019-20)  
Masters: Adrian Choi (2019-20) | Allison Spiller (2019-20 + *Thesis Committee Member*)

Graduate Student  
Advocacy @ UM

Rackham Graduate Student Government | Vice President; 2022-present | Academic  
Affairs Officer; 2020-2022  
School of Information Doctoral Committee | Elected Student Representative; 2022-present  
School of Information Doctoral Executive Committee | Member; 2020-2021  
Wolverine Support Network | Peer Support Group Leader; 2020-2022

Leadership Roles  
@ UMSI

Michigan Informatics and Social Computing (MISC) Seminar, Student Organizer; 2022-present

Student Advocacy  
@ Penn State

Eberly College of Science Climate & Diversity Committee Representative; 2015-2019  
Science LionPride, Eberly College of Science Ambassador; 2015-2019  
Millennium Scholars Program, Treasurer; 2016-2018

## Selected Press

April 2022

*How can I pay for that? Researchers seek technology solutions to provide real-time health care costs and affordability resources for US patients;* UMSI News