

Yung-Sheng Chang

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EDUCATION

The University of Texas at Austin

Ph.D. Candidate, Information Science

Austin, TX

Aug. 2016 – Aug. 2022

- Research focus: user studies on online health information evaluation and search behaviors

National Tsing Hua University

M.S., Industrial Engineering and Engineering Management, specialized in human factors

Hsinchu, Taiwan

May 2013

National Chung Cheng University

B.S., Psychology

Chiayi, Taiwan

Jan. 2011

TECHNICAL SKILLS

- **Research:** quantitative and qualitative methods, experimental design, interview, diary study, survey, ANOVA, regression analysis, factor analysis, content analysis, (remote) usability testing
- **Software/Programming:** R, Python, SPSS, MySQL, MAXQDA, iMotions, E-Prime

PROFESSIONAL WORK EXPERIENCE

Vrbo – Expedia Group

User Research Intern

Austin, TX

Jun. 2019 – Aug. 2019

- Evaluated the information architecture of the homeowner production website and prototypes by 1) deploying first-click surveys to have 400 users categorize 20 tasks in the top tier navigation menu and 2) conducting in-lab usability study to identify 12 users' navigation problems
- Provided content and information architecture related recommendations to the UX design team
- Assisted the research team in conducting remote usability testing and interviews

RESEARCH AND TEACHING EXPERIENCE

The University of Texas at Austin

Assistant Instructor

Austin, TX

2021 – Present

- Taught 2 undergraduate courses on 1) the introduction to user experience design with 36 students enrolled and 2) user research methods on evaluating interactive system with 9 students enrolled

Research Assistant

2016 – Present

- Developed a longitudinal study to investigate the information needs and information seeking behaviors of patients with chronic health issues by conducting diary study, interview and collecting users' log data
- Conducted user research and developed a mobile health application to prevent opioid users from overdosing by providing them access to health information and community support
- Investigated the credibility evaluation of government, commercial, and user-generated online health information with 25 users by analyzing retrospective think-aloud data and performing regression models
- Evaluated online news relevance judgement with 40 users by analyzing interviews and eye-tracking data

Chang Gung University, Department of Industrial Design

Research Assistant

Taoyuan, Taiwan

2015 – 2016

- Performed usability testing on smart clothing designed for 81 heart disease patients by conducting interviews and creating persona and scenarios as part of a nationally funded multidisciplinary research project
- Designed and tested the usability of smartphone surface gestures on three smartphone sizes among 3 different age groups by analyzing performance measurements data
- Contributed to the experimental design of testing the usability of real-time information sharing running app

National Tsing Hua University

Research Assistant

Hsinchu, Taiwan

2011 – 2013

- Collaborated with the Industrial Technology Research Institute on 2 research projects studying quality assessment of stereoscopic images and videos with 53 users

National Chung Cheng University

Research Assistant

Chiayi, Taiwan

2010 – 2011

- Executed independent study to examine the cognition and perception's effect on fundamental attribution error