

# Chelsea M. Myers

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chelmyers.com



Long Beach, CA

## Education

**PhD Candidate in Digital Media,**  
Expected 2020  
Drexel University, GPA 4.0

**MS in Digital Media, 2016**  
Drexel University, GPA 4.0

**BS in Digital Media, 2014**  
Drexel University, GPA 3.89

## Interests

UX Research, Voice User  
Interfaces, Mixed Methods  
Research, Adaptive Interface  
Design, UX for Machine  
Learning

## Skills

### UX Research Methods

Usability Testing, Task Analysis,  
Dairy Study, Personas, Paper  
Prototyping, Wireframing,  
Requirement Gathering,  
Competition Analysis, Focus  
Groups, Interviews, Card  
Sorting, Survey Design, Open &  
Axial Coding, Thematic Analysis,  
Markov Chain Models

### Software

UXPin, Axure, Google Suite,  
Excel, Word, TAMs, SPSS,  
Dedoose, Photoshop, Illustrator,  
After Effects, Flash

### Coding

## Publications

**C. Myers**, A. Furqan, and J. Zhu, "The Impact of User Characteristics and Preferences on Performance with an Unfamiliar Voice User Interface," (forthcoming) in Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems (CHI '19) **(23.8% Acceptance Rate)**

J. Xie, **C. Myers**, and J. Zhu, "Interactive Visualizer to Facilitate Game Designers in Understanding Machine Learning" in Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems Extended Abstracts (CHI'19 EA), Glasgow, UK, 2019, forthcoming. **(42.2% Acceptance Rate)**

**C. Myers**, "Adaptive Suggestions to Increase Learnability for Voice User Interfaces," (forthcoming) in Proceedings of the 2019 Conference on Human Information Interaction & Retrieval (IUI '19 Student Consortium)

**C. Myers**, A. Furqan, J. Nebolsky, K. Caro, and J. Zhu, "Patterns for How Users Overcome Obstacles in Voice User Interfaces," in Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems, 2018, p. 6:1--6:7. **(25.7% Acceptance Rate)**

**C. Myers**, A. Furqan, and J. Zhu, "Adaptable Utterances in Voice User Interfaces to Increase Learnability," in 6th Workshop on Interacting with Smart Objects (SmartObjects), 2018, no. 2082, pp. 44-49.

A. Furqan, **C. Myers**, and J. Zhu, "Learnability through Adaptive Discovery Tools in Voice User Interfaces," Proc. 2017 CHI Conf. Ext. Abstr. Hum. Factors Comput. Syst. - CHI EA '17, pp. 1617-1623, 2017. **(38.5% Acceptance Rate)**

J. Zhu, J. Connell, C. M. Kerns, N. Lyon, N. Vecere, D. Lim, **C. Myers**, "Toward Interactive Social Stories for Children with Autism," in Proceedings of the 2014 ACM SIGCHI Annual Symposium on Computer- Human Interaction in Play (CHI PLAY), 2014, pp. 453-454.

## Books

Myers, Chelsea. **Responsive Web Design Patterns**, Birmingham, UK: Packt Limited, November 2015. Print

LaTeX, HTML5, CSS3, Sass, JavaScript & jQuery, PHP, MySQL, Git, Node.js, WebSockets, Google Maps & Calendar API, WordPress, Responsive Web Design, and Local Storage

## Awards

**Student Travel Grant**, IUI Conference, 2019.

**Grace Hopper Celebration Student Scholarship 2018**, Anita Borg Institute, 2018.

**Research Excellence Award**, Graduate Student Awards, Drexel University, 2018.

**Research Excellence Award**, Graduate Student Awards, Drexel University, 2017.

**Outstanding Promise Award**, Graduate Student Awards, Drexel University, 2016.

**Honoree**, Annual Celebration of Drexel Authors 2016, Drexel University.

**2nd Place Research Day Award**, Coffeebot: An Animated Series Drexel University, 2014, \$500.

**Swift Fund Grant**, Coffeebot: An Animated Series, Drexel University, 2014, \$450.

**Entrepreneur Program Incubator**, Coffeebot Studios, Corzo Center for the Creative Economy, University of the Arts and Drexel University, Summer 2014, \$6000.

**Audience's Choice Award**, Coffeebot Studios, Corzo Center for the Creative Economy, University of the Arts and Drexel University, 2014, \$1000.

## Experience

### **Fandom, UX Research Intern, Summer 2018 - Present**

First UXR hire for new UX department. Conducted internal stakeholder interviews to identify research needs. Designed and executed a diary study, impression tests, and usability tests to gather insights for future products. Presented research reports to multiple stakeholders and conducted three UX workshops to help generate solutions for studies' findings with cross-disciplinary teams.

### **PXL Lab, Research Assistant, Fall 2017 - Present**

Lead UX researcher and developer working with a diverse team of designers, developers, community leaders, and psychologists to create a therapeutic story creator to help at-risk adolescents manage difficult situations. We are iteratively building an online story creator tool through personas, user journeys, usability studies, and participatory design to foster story creation and sharing.

### **Happy Cog, Developer, Spring 2013 - Winter 2016**

Front-end developer for companies like Yale, Harvard, Ben & Jerry's, David's Bridal, NYIT, INET, and Lagunitas. Assisted in usability testing sessions focusing on mobile experiences. Participated in kick-off meetings, pitch presentations, and brainstorming/white board sessions.

## Projects

### **UX of VUIs with DiscoverCal, Fall 2016 - Present**

As lead UX researcher, I am exploring how to adapt Voice User Interfaces (VUIs) to cater to an individual's preference. For this project, I have conducted usability studies on a modern VUI (Alexa) to better understand how people approach VUIs and form verbal commands. Through paper prototyping tests, usability studies, and user interviews, my team is designing and developing our own VUI called DiscoverCal. I have also used data analysis techniques such as open & axial coding, thematic analysis, T-Tests, Pearson's correlation, and Markov Chain models to better understand the mental models developed by VUI users and the obstacles they face when learning a new system.

### **Interactive Narrative Authorship Tool, Fall 2017 - Present**

Lead UX Researcher working with local community through participatory design. This is an iterative project where we have designed personas, user journeys, and usability studies to create a therapeutic story creator to help teach adolescents skills to manage difficult situations.

### **Touch-Enhanced Gesture, Fall 2014 - Spring 2016**

Developed an approach for improving gesture control by combining it with touch input through user interviews and a within-subject usability study.

## Academic and Professional Involvement

### Reviewing

ACM CHI Conference | 2019

Personal and Ubiquitous Computing Journal | October 2018

### Conference & Workshop Service

Volunteer, **Women in Tech Summit**, Spring 2014

Teaching Assistant, **Girl Develop It**, Winter 2014

### Invited Talks

"What is UX?" | Lectures at Moore Series, Moore College of Art & Design, November 2018

"Overcoming Obstacles in Voice User Interfaces" | Research and Creative Work Showcase, Drexel University, March 2018

"Adaptive Voice User Interfaces" | Women in Computing Society, Drexel University, February 2018

**Freelance Developer & Designer, Summer 2010 – Present**  
Worked with clients and target users from research, design, to development to create customized mobile-friendly websites.

## Teaching

### Instructor, Drexel University

User Experience: Winter 2016

Special Topics: User Experience Design II: Spring 2016

Experimental Interactive Exhibits: Summer 2017

Content Management Systems: Summer 2017

Web Authoring I: Fall 2014, Summer 2015, Fall 2015

Vector Authoring I: Winter 2015

### Adjunct Professor, Moore College of Art and Design

Web Design: Spring 2017 & 2018

Screen Typography: Fall 2017 & 2018