

Human-Computer Interaction and Responsible AI researcher with experience driving impact assessments for responsible AI/ML development. Background in computer engineering and information science. Expert in qualitative methods.

S K I L L S

Ethnographic methods, interviews, participant observation, situational analysis, survey design, usability studies, workshop moderation

R E L E V A N T E X P E R I E N C E

Student researcher at Google, Gboard team

2025

- Moderated a think-aloud protocol study on people's experiences of Gboard's writing tools to identify key areas of improvement for the UX design, leading to added features and redesigns
- Designed and moderated a mixed methods experiment on 29 people's perceptions and mental models of writing tools
- Led interview studies to identify how people use writing tools in their everyday lives

Intern at IBM Research, Responsible & Inclusive Technology

2023

- Collaborated in a cross-disciplinary team on a mixed methods and multi-modal impact assessment of AI assistant/worker technology
- Led the development, moderation, and analysis of futuring workshops with subject matter experts, and engaged in content analysis, heuristic evaluations, and situational analysis
- Synthesized findings from the assessment in a report for internal stakeholders

Graduate Research Assistant for AI Now Institute, Algorithmic Care

2020-2021

- Identified sociotechnical misalignments between lived experiences and behavioral health datasets (created for diagnosis), and potential harms

Researcher at the University of Colorado Boulder

2019

- Conducted and analyzed interviews with Facebook Memories users to understand their experiences after encountering emotionally sensitive content
- In an award-winning paper (best paper at ACM CHI '22), developed recommendations and provocations to help developers, designers, and researchers make recommender systems that can better support users who may be experiencing a wide range of emotional experiences

Joint intern with Microsoft Research and Microsoft Corporation

2019

- Conducted and analyzed interviews with clients of the freelance economy (Upwork) to understand the benefits, concerns, and ethical tensions that they experienced
- Presented work to Microsoft leadership and to the 2019 Microsoft Future of Work Summit

E D U C A T I O N

PhD, Human Centered Design & Engineering, University of Washington

on-going

MS, Informatics, University of California, Irvine

2018

BS, Computer Engineering, University of Washington

2008

S E L E C T E D P U B L I C A T I O N S

Sandoval, Juana C. B., Felicia S. Jing, Adriana Alvarado Garcia, Sara E. Berger, Heloisa Candello, and **Caitlin Lustig**. "What Counts as "Technology" in Assessments and Evaluations?: A Multidisciplinary Perspective". *Special Issue: Integrating Ethics, The Journal of Responsible Innovation*. 2025.

Mathur, Varoon, **Caitlin Lustig**, and Elizabeth Kaziunas. "Disordering Datasets: Sociotechnical Misalignments in AI-Mediated Behavioral Health". *Proceedings of the ACM on Human-Computer Interaction* 6.CSCW2 (2022).

Lustig, Caitlin, Artie Konrad, and Jed Brubaker. "Designing for the Bittersweet: Improving Sensitive Experiences with Recommender Systems". *Proceedings of the 2022 CHI Conference on Human Factors in Computing Systems*. 2022.

Scheuerman, Morgan Klaus, Kandrea Wade, **Caitlin Lustig**, and Jed Brubaker. "How We've Taught Algorithms to See Identity: Constructing Race and Gender in Image Databases for Facial Analysis". *Proceedings of the ACM on Human-computer Interaction* 4.CSCW1 (2020).