CAITIE LUSTIG

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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.

SKILLS

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

RELEVANT EXPERIENCE

Student researcher at Google, Gboard team   2025-current
- 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   2022-2023
- 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

EDUCATION

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).