

Hyesun Chung

+1-949-981-0901 | hyesunc@umich.edu | hyesunchung.com

Ann Arbor, MI, USA

EDUCATION

- **University of Michigan** Aug 2022 - Apr 2026 (expected)
Ph.D. in Industrial and Operations Engineering Ann Arbor, MI, USA
 - GPA: 4.00/4.00
- **Seoul National University** Mar 2020 - Feb 2022
M.S. in Industrial Engineering Seoul, South Korea
 - GPA: 4.17/4.30
- **Seoul National University** Mar 2014 - Feb 2020
B.S. in Industrial Engineering, B.F.A. in Industrial Design, B.B.A in Business Administration Seoul, South Korea
 - GPA: 3.91/4.30
 - Graduated with the highest honor *Summa Cum Laude*

RESEARCH EXPERIENCE

- **Interaction & Collaboration Research Lab** Aug 2022 - Present
Graduate Student Research Assistant University of Michigan
 - Advisor: Dr. X. Jessie Yang
- **Life Enhancing Technology Lab** Mar 2020 - Feb 2022
Student Researcher Seoul National University
 - Advisor: Dr. Woojin Park
- **Center for Human Interface Systems** Sep 2017 - June 2018
Undergraduate Student Intern Seoul National University
 - Advisor: Dr. Myunghwan Yun

PUBLICATIONS

J=JOURNAL, C=CONFERENCE, T=THESIS, P=PREPRINT, W=WORKING PAPERS

- [J.1] **Chung, H., & Yang, X. J.** (2024). Predicting Trust Dynamics Type Using Seven Personal Characteristics. *IEEE Transactions on Human-Machine Systems*. **In Revision**.
- [J.2] **Chung, H., Bhat, S., & Yang, X. J.** (2024). A Discounting Trust Model of Oscillators: Using Personal Traits to Enhance Real-Time Trust Prediction. *IEEE Transactions on Human-Machine Systems*. **Under Review**.
- [J.3] **Chung, H., & Yang, X. J.** (2024). Exploring Multi-Referent Trust and Human Cooperative Behaviors in Non-Dyadic Human-Autonomy Interaction. *Human Factors*. **Under Review**.
- [C.1] **Chung, H., & Yang, X. J.** (2024, September). Predicting Trust Dynamics With Personal Characteristics. In *Proceedings of the Human Factors and Ergonomics Society Annual Meeting* (p. 10711813241260383). Sage CA: Los Angeles, CA: SAGE Publications.
- [C.2] **Chung, H., Holder, T., Shah, J., & Yang, X. J.** (2024, August). Developing a Team Classification Scheme for Human-Agent Teaming. In *Proceedings of the Human Factors and Ergonomics Society Annual Meeting* (p. 10711813241260387). Sage CA: Los Angeles, CA: SAGE Publications.
- [C.3] Kim, J. Y., Chen, S. T., Hannan, J., Larson, H., **Chung, H.**, Jain, T., ... & Yang, X. J. (2024, June). Evaluation of an ErgoNomiCs and Human-Automation iNteracTion (ENCHANT) Summer Camp (Evaluation). In *2024 ASEE Annual Conference & Exposition*.
- [C.4] **Chung, H., & Yang, X. J.** (2024, May). Associations between Trust Dynamics and Personal Characteristics. In *2024 IEEE 4th International Conference on Human-Machine Systems (ICHMS)* (pp. 1-6). IEEE.

- [C.5] **Chung, H.,** & Park, W. (2022, September). Training Older Adults to Use Public Information System: Effects of Medium and Instruction Type on Training Efficacy. In *Proceedings of the Human Factors and Ergonomics Society Annual Meeting* (Vol. 66, No. 1, pp. 2278-2279). Sage CA: Los Angeles, CA: SAGE Publications.
- [C.6] Sung, E. J., **Chung, H.,** Kim, K., & You, J. (2019, June). Honk? Talk! Designing Driver-to-Driver Communication Methods for Social Driving. In *Companion Publication of the 2019 on Designing Interactive Systems Conference 2019 Companion* (pp. 295-299).
- [T.1] **Chung, H.** (2022). Ergonomics Issues in Improving Kiosk Accessibility for Older Adults. (Masters Thesis. Seoul National University).
- [P.1] **Chung, H.,** & Park, W. (2021). Enhancing the Usability of Self-service Kiosks for Older Adults: Effects of Using Privacy Partitions and Chairs. *arXiv preprint arXiv:2105.07445*.
- [P.2] Nam, J., **Chung, H.,** & Lee, H. (2019). A new terrain in HCI: Emotion Recognition Interface using biometric data for an immersive VR experience. *arXiv preprint arXiv:1912.01177*.
- [W.1] **Chung, H.,** Jiang, R., Shen, S., & Yang, X. J. Human Altruistic and Compliance Behaviors in Multiple-Operator Single-Agent (MOSA) Interaction.
- [W.2] **Chung, H.,** & Yang, X. J. Communication Dynamics and Team Performance in Multiple-Operator-Multiple-Agent (MOMA) Team

SCHOLARSHIPS AND GRANTS

- **Rackham Graduate Student Research Grant** 2024
University of Michigan, Ann Arbor
- **Rackham Travel Grant** 2024
University of Michigan, Ann Arbor
- **Departmental Fellowship** *Aug 2022 - Apr 2023*
University of Michigan, Ann Arbor
- **Study Abroad Fellowship** 2022
Kwanjeong Educational Foundation
 - Research fellowship awarded to the top 50-100 South Korean students nationwide in recognition of academic excellence
- **Lecture and Research Support Fellowship** 2021
Seoul National University
 - Worked as a teaching assistant of “Scientific Management” and “Vehicle Ergonomics”
- **Merit-based Fellowship** *2014/2016/2017/2020/2021*
Seoul National University
- **Research Grant** 2020
X-mind Corps Program of National Research Foundation of Korea, Ministry of Science
 - Topic: Tutorial interface design to enhance the older generation’s abilities to use technology
- **Undergraduate Research Grant** 2019
Seoul National University
 - Topic: Exploring the impacts of environmental design for self-service kiosks on user experience and technology acceptance for the older adults
- **Research Grant** 2018
BMW Group Korea & Seoul National University
 - Topic: Context-aware assistant interface for driver-to-driver communication

AWARDS

- **Special Prize** 2020
X-mind Corps Program, Seoul National University
 - Awarded for remarkable research performance
- **SNU Design Alumni President Award** 2019
Seoul National University
 - Awarded for outstanding performance at the 2019 Design Graduation Exhibition (Top 2 students/32)
- **Excellence Award** 2018
BMW Group Korea & Seoul National University
 - Awarded for remarkable research performance (3rd place/20 teams)

WORK EXPERIENCE

- **Data Analyst Intern, Business Planning team** Dec 2018 - Feb 2019
Woowa Brothers Corp.
 - Contributed to improving the service quality of "Baemin riders food delivery service" through end-user data analysis
- **Research Assistant** Jan 2018 - Sep 2018
Looxid Labs
 - Conducted extensive research on measuring and predicting user's preference with eye-gaze and EEG data
 - Contributed to planning "User Testing Solution" service

SERVICE

- **Planning Committee, GAMP (Graduate Application Mentoring Program)** May 2023 - Present
University of Michigan, Ann Arbor
 - Contributed to designing and implementing Umich IOE GAMP
 - Provided mentoring service to prospective students
- **HFES (Human Factors and Ergonomics Society) Student Chapter** Aug 2022 - Aug 2024
University of Michigan, Ann Arbor
 - Secretary (2023-2024)
 - Treasurer (2022-2023)
- **WISE (Women in Science and Engineering) ENCHANT Camp** July 2023
University of Michigan, Ann Arbor
 - Hosted "Trust in Automation" session on the camp focused on ENCHANT (Ergonomics and Human-Automation Interaction)
- **Volunteer Service in Namdinh, Vietnam** July 2015 - Aug 2015
Seoul National University
 - As a student leader, contributed to designing and implementing volunteer programs
- **SNU Buddy (Student-led Organization)** Mar 2015 - July 2015
Seoul National University
 - Helped foreign exchange students adapt to both South Korea and campus life

TEACHING EXPERIENCE

- **Graduate Student Instructor: IOE 465 (Design and Analysis of Experiments)** Fall 2024
University of Michigan, Ann Arbor
- **Teaching Assistant: IE 406.211 (Scientific Management)** Spring 2021
Seoul National University
- **Teaching Assistant: IE 444.406 (Vehicle Ergonomics)** Spring 2021
Seoul National University