

Niharika Mathur

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Research Areas: Human-Centered AI; Health Informatics; Conversational AI Design; Clinical Decision Support; Aging and Accessibility.

EMPLOYMENT

August 2026 - **Postdoctoral Research Fellow**
Data Science and AI Institute (DSAI), Johns Hopkins University, Baltimore, MD
Mentor: Dr. Chien-Ming Huang

EDUCATION

2021 - 2026 **Georgia Institute of Technology (Georgia Tech)**
Ph.D., Human-Centered Computing (HCC)
Advisors: Dr. Elizabeth Mynatt and Dr. Sonia Chernova
Thesis: *Designing Human-Centered Explanations of LLM-Based Conversational AI Systems for Aging in Place*
Thesis Committee: Dr. Thomas Ploetz, Dr. Mark Riedl, Dr. James Landay, Dr. Jodi Forlizzi

2019 - 2021 **Georgia Institute of Technology (Georgia Tech)**
M.S., Human-Computer Interaction (MS-HCI - Interactive Computing Track)
Project Advisor: Dr. Elizabeth Mynatt

2015 - 2019 **Vellore Institute of Technology**
B.Tech., Computer Science and Engineering (CSE)
Project Advisor: Dr. Ilanthenral Kandasamy

AWARDS & RECOGNITIONS

2026 **Data Science and AI Institute (DSAI)**
Johns Hopkins University Postdoctoral Fellowship Award

2025 **Georgia Tech Foley Scholar Award (\$5,000)**
Highest departmental award for research excellence in computing at Georgia Tech

Best Poster Award
ACM GROUP 2025 Conference

Special Recognition for Outstanding Reviews (for 3 full papers)
ACM CHI 2025

2024 **Top 10 selected papers**
ACM CHI 2024 Human-Centered Explainable AI Workshop (HCXAI)

2022	Best Paper Award #1 paper at ACM ASSETS 2022 (acceptance rate: 27%) Innovation in Health Systems Fellowship (\$3,750) George Family Foundation ACM SIGACCESS Award (\$1,100) Funding Support for Conference Travel to Athens, Greece GVU Travel Award (\$500) School of Interactive Computing, Georgia Tech
2017	Competitive Communicator (CC) and Competitive Leader (CL) Award Toastmasters International (TMI)
2015 - 2019	Dean's Undergraduate Academic Scholarship VIT Vellore, India

PUBLICATIONS

Papers under review

- [C14] **Niharika Mathur***, Hasibur Rahman*, Smit Desai. The Differential Effects of Agreeableness and Extraversion on Older Adults' Perceptions of Conversational AI Explanations in Assistive Settings. *Under Review at ACM Conference on Conversational User Interfaces (CUI 2026)*
- [C13] **Niharika Mathur**, Tamara Zubatiy, Agata Rozga, Elizabeth Mynatt. "It feels like hard work trying to talk to it": Understanding Experiences of Encountering and Repairing Conversational Breakdowns with Voice-Based AI Systems. *Under Review at the ACM Transactions on Accessible Computing (TACCESS 2026)*

Peer-Reviewed Papers

- [C12] **Niharika Mathur** and Smit Desai. Explanations as Dialogues: Toward Human-Centered Conversational Explainable AI. *ACM Conference on Conversational User Interfaces (CUI 2026 Provocations)*
- [C11] **Niharika Mathur**, Tamara Zubatiy, Agata Rozga, Jodi Forlizzi, Elizabeth Mynatt. Sometimes You Need Facts, and Sometimes a Hug: Understanding Older Adults' Preferences for Explanations in LLM-Based Conversational AI Systems. *ACM Conference on Human Factors in Computing Systems (CHI 2026)* **Featured in Georgia Tech Research News ([Read](#)) and CMU SCS News ([Read](#))**
- [C10] **Niharika Mathur**, Hasibur Rehman, Smit Desai. "Who wants to be nagged by AI?": Investigating the Effects of Agreeableness on Perceptions of Conversational AI Explanations. *ACM Conference on Human Factors in Computing Systems Extended Abstracts (CHI 2026 Extended Abstracts)*
- [C9] Josey Benandi*, **Niharika Mathur***, Sangha Park, Tracy Mitzner, Agata Rozga, Elizabeth Mynatt. "The Only Thing Certain About This is Uncertainty": Exploring Technology-Mediated Care Coordination Practices Among Older Adults with Mild Cognitive Impairment. *ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW 2026)*

- [C8] **Niharika Mathur**, Tamara Zubatiy, Elizabeth Mynatt. A Research Through Design Study on AI Explanations for Collaborative Everyday Tasks. *ACM International Conference on Supporting Group Work (GROUP 2025)* 🏆 **Best Poster Award at ACM GROUP 2025**
- [C7] **Niharika Mathur**, Alisha Pradhan, Elizabeth Mynatt, Masatomo Kobayashi, John Vines, Katie Seaborn, Erin Buehler, Agata Rozga, Jenny Waycott, John Rudnik, Tamara Zubatiy. Technology-Mediated Caregiving For Older Adults Aging in Place. *ACM Conference on Human Factors in Computing Systems Extended Abstracts (CHI 2025 Extended Abstracts)*
- [C6] Zhenrui Liao, **Niharika Mathur**, Vidur Joshi, Shailendra Joshi. The Promise of Artificial Intelligence in Neuroanesthesia: An Update. *Journal of Neuroanaesthesiology and Critical Care* 2024
- [C5] **Niharika Mathur**, Tamara Zubatiy, Agata Rozga, Elizabeth Mynatt. "Why did you say that?": Recommendations for Understanding Explainability in Conversational AI Systems for Older Adults with MCI. *International Conference on Ubiquitous Computing and Ambient Intelligence (UCAmI 2023)*
- [C4] Tamara Zubatiy*, **Niharika Mathur***, Larry Heck, Kayci Vickers, Agata Rozga, Elizabeth Mynatt. "I don't know how to help with that" - Learning from Limitations of Modern Conversational Agent Systems. *ACM Conference On Computer-Supported Cooperative Work and Social Computing (CSCW 2023)*
- [C3] Tamara Zubatiy, Kayci Vickers, Jessica Saurman, Felicia Goldstein, Amy Rodriguez, **Niharika Mathur**, Elizabeth Mynatt. A Distributed Cognition Approach to Understanding Compensatory Calendaring Cognitive Systems of Older Adults with MCI and Their Care Partners. *International Conference on Ubiquitous Computing and Ambient Intelligence (UCAmI 2023)*
- [C2] **Niharika Mathur**, Kunal Dhodapkar, Tamara Zubatiy, Jiachen Li, Brian Jones, Elizabeth Mynatt. A Collaborative Approach to Support Medication Management in Older Adults with Mild Cognitive Impairment Using Conversational Assistants (CAs). *ACM SIGACCESS Conference on Computers and Accessibility (ASSETS 2022)* 🏆 **Best Paper Award at ACM ASSETS 2022**
- [C1] Tamara Zubatiy, **Niharika Mathur**, Kayci L. Vickers, Elizabeth Mynatt. Empowering Dyads of Older Adults with MCI and their Care Partners Using Conversational AI Agents. *ACM Conference on Human Factors in Computing Systems (CHI 2021)*

Invited Book Chapters

- [B1] Ilanthenral Kandasamy, WB Vasantha, **Niharika Mathur**, Mayank Bisht, Florentin Smarandache. Sentiment analysis of the #MeToo movement using neutrosophy. *In Optimization Theory Based on Neutrosophic and Plithogenic Sets* 2020.

Workshops Organized

- [W2] Technology-Mediated Caregiving for Older Adults Aging in Place. **ACM CHI 2025**
Niharika Mathur, Alisha Pradhan, Elizabeth Mynatt, Masatomo Kobayashi, John Vines, Katie Seaborn, Erin Buehler, Agata Rozga, Jenny Waycott, John Rudnik, Tamara Zubatiy
- [W1] Workshop on Design for Tactile and Embodied Learning. **School of Design, Georgia Tech 2025**
Abigale Stangl, **Niharika Mathur**, Yasmine Belghith

Workshop Papers and Doctoral Consortium

- [A2] **Niharika Mathur** and Elizabeth Mynatt. Categorizing Sources of Information for Explanations in Conversational AI Systems in the Home for Older Adults Aging in Place. *Workshop on Human-Centered Explainable AI (HCXAI) at ACM Conference on Human Factors in Computing Systems (CHI 2024)* **Top 10 selected papers for presentation at the 4th HCXAI Workshop at CHI 2024.**
- [A1] **Niharika Mathur**. Human-Centered Explanations in LLM-based Conversational AI Systems for Aging-in-Place. *Doctoral Consortium at the Summit on Responsible Computing, AI and Society (RCAIS 2024)* **Selected as part of the 20-student cohort for the inaugural Responsible AI Summit'24.**

Articles, writings, and panels

- [H1] **Niharika Mathur**. A Primer on Conducting User Research with Older Adults. **Medium (GT HCI)** 2020

RESEARCH & WORK EXPERIENCE

- 2021 - present **Georgia Tech, NSF AI CARING Institute (also part of Tech-AI Hub)**
Graduate Research Assistant (GRA), advised by Dr. Elizabeth Mynatt
 Working on the design of human-centered explanations in LLM-AI systems in healthcare.
- Summer 2020 **Georgia Tech, Office of Information Technology (OIT)**
User Experience Research Intern, mentored by David Lacy
 Conducted user research (interviews and surveys) with 36 freshmen students and designed the 2020 "Welcome Home to Georgia Tech" website. Conducted usability evaluations on the website with 17 freshmen students. Website gathered 543 visits in the first week.
- Fall 2019 **Georgia Tech, Animal-Computer Interaction Lab**
Graduate Research Assistant (GRA), advised by Dr. Melody Moore-Jackson
 Conducted user research (fly-on-the-wall observations and user interviews) with adopters at Atlanta Humane Society and provided design recommendations for instrumented dog toys for quantifying canine behavior to build suitable adoption profiles for shelter animals.
- Summer 2018 **Tika Data Services**
User Research Intern
 Implemented a privacy-by-design framework to design prototypes for a machine learning data annotation tool and tested outcome efficiency using Monte Carlo Simulation. Conducted usability evaluations with 15 non-expert data annotators and developed concrete design guidelines for crowdsourced data annotation tools.
- Summer 2017 **The Upside Story**
Design Research Intern
 Conducted needs analysis (interviews and contextual inquiry) and co-design sessions for 3 upcoming brands and crafted brand design strategy, including website design, user research guidelines, and content writing.

INVITED TALKS & PANELS

- 2026 **Invited Expert Evaluator: Workshop on VUI and CUI for Aging and Conversational AI Design at University of Waterloo**

Host: Rezvan Boostani

Talkback Panel: “Water Memory” by Atlanta Opera on Memory, Aging, and Artificial Intelligence

Host: Birney Robert

Department of Computer Science & Engineering, Santa Clara University.

Host: Dr. Kai Lukoff

Carnegie Bosch Institute (CBI), Carnegie Mellon University.

Host: Dr. Jodi Forlizzi

Data Science and AI Institute (DSAI), Johns Hopkins University.

Host: Dr. Chien-Ming Huang

Center for Behavioral Intervention Technologies (CBITs), Northwestern University.

Host: Dr. Maia Jacobs

Georgia Tech MS-HCI Final Year Project Presentations Review Panel.

GT MS-HCI Class of 2026

ACM CHI Conference on Human Factors in Computing Systems, Barcelona, Spain.

Paper Talk: Designing AI Explanations with Older Adults

GVU Lunch Lectures, School of Interactive Computing, Georgia Tech.

Foley Scholar Award Winners Lecture

2025 **Department of Computational Media, University of California, Santa Cruz (UCSC).**

Host: Dr. Christina Chung

Human-Computer Interaction Consortium (HCIC), Wisconsin.

Poster presentation: “Why did my AI say that?”

2024 **Drug Safety and Fall Prevention Task Force, Emory University.**

Host: Jill Woodard

Summit on Responsible Computing, AI and Society (RCAIS), Georgia Tech.

Doctoral Consortium

Guest Lecture GT OMSCS 8001: LLMs for older adults.

Host: Rachel Lowy

Robotic Caregiving and Human Interaction Lab, Carnegie Mellon University.

Host: Dr. Zachory Erickson

ACM CHI’24 Human-Centered Explainable AI (HCXAI) Workshop, Hawaii.

Workshop paper talk: Sources of Information for AI Explanations

2023 **Ubiquitous Computing and Ambient Intelligence (UCAI), Cancun, Mexico.**

Paper Talk: Conversational and Interactional Breakdowns in Voice Assistants (VAs)

2022 **ACM SIGACCESS (ASSETS), Athens, Greece.**

Paper talk: Medication Management using Conversational Assistants (CAs)

ACADEMIC SERVICE & LEADERSHIP

Leadership Roles

- 2026 **Program Committee Member (Associate Chair - Posters Track)**
ACM Conference on Computer Supported Cooperative Work (CSCW'26)
- Program Committee Member (Associate Chair - Posters Track)**
ACM Conference on Human Factors in Computing Systems (CHI'26)
- Program Committee Member (AI Advisory Panel)**
ACM SIGACCESS Conference on Computers and Accessibility (ASSETS'26)
- CHI Workshop Juror**
ACM Conference on Human Factors in Computing Systems (CHI'26)
- 2025 **Program Committee Member (Associate Chair - Posters Track)**
ACM Conference on Computer Supported Cooperative Work (CSCW'25)
- Lead Workshop Organizer**
CHI'25 in Yokohama, Japan
- Graduate Student Advisory Council (GSAC) Member**
College of Computing, Georgia Tech
- 2021 - 2024 **Student Council Member**
NSF AI Institute (AI CARING)
- 2023 **Co-Chair, Graduate Student Council (GSC)**
School of Interactive Computing, Georgia Tech
- Accessibility Team Student Volunteer**
ACM SIGACCESS Conference on Computers and Accessibility (ASSETS'23)
- 2022 **Student Volunteer (SV)**
ACM Conference on Human Factors in Computing Systems (CHI'22)

Invited Peer Reviewer

- 2026 ACM CHI Posters (Program Committee Member)
ACM CSCW Posters (Program Committee Member)
ACM Conference on Conversational User Interfaces (CUI)
ACM Symposium on User Interface Software and Technology (UIST)
ACM CHI Workshops
ACM/IEEE Human-Robot Interaction (HRI) Conference
International Journal of Human-Computer Interaction (Taylor & Francis)
Interacting with Computers (Oxford Academic Press Journal)
- 2023 - 2026 ACM Conference on Human Factors in Computing Systems (CHI)*
ACM Conference on Computer Supported Cooperative Work (CSCW)
* 5 total *Special Recognitions for Outstanding Reviews at CHI*
- 2025 ACM Transactions on Computing for Healthcare (HEALTH)
ACM Conference on Computer Supported Cooperative Work (CSCW) posters
Elsevier Computers in Human Behavior Journal
ACM Symposium on User Interface Software and Technology (UIST)

Springer Personal and Ubiquitous Computing (PAUC)
ACM CHI Late Breaking Work (LBW)

2024 ACM Transactions on Accessible Computing (TACCESS)
ACM/IEEE HRI Pioneers
ACM Designing Interactive Systems (DIS) Conference
ACM Conversational User Interfaces (CUI) Conference

TEACHING EXPERIENCE

Graduate Teaching Assistant (GTA) | Georgia Tech

Fall 2023 **Course: Explainable AI** (41 students; Instructor: Dr. Sonia Chernova)

Spring 2022 **Course: Digital Health Equity** (38 students; Instructor: Dr. Andrea G. Parker)

Spring 2021 **Course: Human-Computer Interaction** (51 students; Instructor: Dr. Elizabeth Mynatt)

Spring 2020 **Course: Human-Computer Interaction** (69 students; Instructor: Dr. Elizabeth Mynatt)

GRANT WRITING EXPERIENCE

2021 - 2026 **National Science Foundation (NSF)**
Title: AI Institute for Collaborative Assistance and Responsive Interaction for Networked Groups (AI CARING)
Role: Contributed to the collaborative effort of ideation and writing the grant
Award no.: 2112633; *Amount awarded:* \$20,000,000 (over five years)
PI: Dr. Sonia Chernova; *Co-PI:* Dr. Elizabeth Mynatt, Dr. Reid Simmons

MEDIA

2026 **Explainability is a Must for Older Adults to Trust AI: New GT Study Shows**
[[Georgia Tech Research](#), [College of Computing](#), [School of Interactive Computing](#)]
What do boomers really feel about AI?
[[CMU School of Computer Science](#)]
Water Memory: The Atlanta Opera and Georgia Tech Arts Convene Artists, Researchers, & Technologists to Explore Memory
[[Atlanta Opera on Memory, Aging, and Artificial Intelligence](#)]

2025 **Foley Scholars 2025 Award Winners**
[[Georgia Tech Research](#), [Tech AI Hub](#), [NSF AI CARING](#), [GT Holiday Newsletter](#)]
AI CARING Researchers Win Best Poster Award at ACM GROUP 2025
[[Tech AI Hub](#)]
Technology-Mediated Caregiving Workshop at CHI
[[IBM Research](#), [Khoury College](#), [Georgia Tech](#), [NIIT](#)]

SKILLS

Research Methods and Skills

Human-Centered Design, Qualitative Research and Analysis, User Interviews, Usability Studies, Survey Design, Contextual Inquiry, Think-Aloud Studies, Field Deployments, Wizard-of-Oz Studies, Design Research Methods for AI, Research Through Design, Participatory and Co-Design, Statistical Analysis.

Languages, Design tools, Libraries, and Technologies

Python, C/C++, R, HTML, JavaScript, PyTorch, Pandas, MongoDB, Figma, Photoshop, Tableau.

Selected Coursework

HCI Foundations, Research Methods in HCI, Human-Centered Computing, Prototyping Interactive Systems, Human-Robot Interaction, Explainable AI, Mobile and Ubiquitous Computing.

STUDENT MENTORSHIP

* indicates mentees who co-authored a publication

2025 - present	Natalie Jarrett MS-HCI (Georgia Tech) Ellie Heo MS-HCI (Georgia Tech) Hasibur Rahman* Design and Media PhD Student (Northeastern University) [C10, C12]
2023 - 2025	Sangha (Ellie) Park* MS-HCI (Georgia Tech) [C11]
2021 - 2023	Josey Benandi* MS-HCI (Georgia Tech) (now PM in the U.S. Digital Corps) [C11] Lukas Schmid MS-HCI (Georgia Tech) (now UX Researcher at Microsoft)
2021 - 2022	Jiachen Li* MS-DM (Georgia Tech) (now CS PhD student at Northeastern University) [C2]

REFERENCES

(1) Dr. Elizabeth Mynatt

Dean and Professor,

Khoury College of Computer Sciences, Northeastern University.

Professor Emeritus, Georgia Tech.

e.mynatt@northeastern.edu

(2) Dr. Jodi Forlizzi

Professor in Computer Science and HCII,

School of Computer Science, Carnegie Mellon University.

forlizzi@cs.cmu.edu

(3) Dr. Sonia Chernova

Associate Professor,

School of Interactive Computing, Georgia Tech.

chernova@gatech.edu

(4) Dr. Thomas Ploetz

Professor and Associate Chair of Graduate Studies,

School of Interactive Computing, Georgia Tech.

thomas.ploetz@gatech.edu