ELEANOR R. BURGESS

eleanorburgess.org | +1 520 609 5027
eburgess@u.northwestern.edu

EDUCATION

PhD Media, Technology, and Society, Northwestern University   Jun 2021
    Program in Human-Computer Interaction and Health Technology

MSc Technology Entrepreneurship (Distinction), University College London   Sep 2016
    US-UK Fulbright Technology Award

BA Communication Studies, Minor in Global Health Studies, Northwestern University   Jun 2015

RELEVANT PROFESSIONAL EXPERIENCE

Voice Assistant for Older Adults with Depression Project, **Northwestern University**, IL   Mar 2021
- Developed research roadmap for smart speaker intelligent voice assistant project to support older adults managing depression

UX Research Intern, Facebook Groups, **Facebook**, Menlo Park, CA   Jun-Sep 2019
- Conducted 2 remote interview studies (n=19) to identify user workflow issues
- Developed a large-scale survey (n=1000+) in collaboration with the data science team to identify user rationale behind key behavioral patterns in log data
- Led a cross-functional design ideation session tackling challenges uncovered by my research
- Collected international field research data and collaborated with other team researchers to analyze findings and present product implications to the development team

Digital Mental Health Researcher, **Northwestern University**, Chicago, IL   2018-2020
- Led interviews and design elicitations (n=58) with participants managing depression
- Analyzed participant mental health technology ecosystems (e.g., texts, games, social media)
- Generated ideas for future technologies to assist reflection, planning, and education for collaborative and collective mental health support
- Mentored 3 team researchers and an undergraduate research assistant

Patient-Generated Data Research Assistant, **Northwestern University**, Chicago, IL   Feb-Jun 2018
- Analyzed data from 11 clinician interviews to examine clinical workflow fit of an EHR-integrated Patient-Reported Outcomes system
- Presented recommendations to developers including optimizing data collection and auto-referral processes and improving data visualizations to address implementation challenges

Tele-Mental Health Research Fellow, **Segal Design Institute**, Chicago, IL   2017-2018
- Conducted interviews, field studies, and technology observations with 11 Care Managers
- Led qualitative analysis finding multiple tele-health challenges in mental health support delivery
- Proposed design of new collaboration and conversation support tools

Co-Founder and Business Strategist, **ShareVR (Pryde)**, Chicago, IL   2016-2017
- Created a company to enable social media sharing of virtual reality (VR) game content
- Initiated strategic collaborations with national and international VR game studios
- Conducted in-person and VR interviews (n=20) regarding needs and video sharing preferences

Techstars London Business Accelerator Startup Founder: drfocused, London, UK   Jun-Sep 2016
- Selected for highly competitive business training program with 10 other startups
- Initiated and chaired Women in Technology meetings throughout the program

Co-Founder and Head of Product, **Credentially (formerly 'drfocused')**, London, UK   2015-2017
- Established a data-driven technology business providing clinician-centered software tools
- Led Participatory Design sessions to create the product user interface (iOS and Android)
- Coordinated the main product launch in July 2016 leading to our first user cohort
- Built financial business models and conducted market research to test critical assumptions
- Managed team to drive ongoing usability testing by coordinating with local doctor communities
- Produced social media, website, email, pitch deck, and web platform communications

Fulbright-UCL Technology Researcher, **University College London**, London, UK   2015-2016
- Interviewed 13 patients and 6 clinicians across two hospital sites to investigate the information work needs of chronic kidney disease patients
- Proposed new ways to understand patient behaviors (moving from sensemaking to meaning-making; low- and high-information monitoring behaviors)
- Recommended redesign of patient education resources and clinician support

Project Manager: firecrowd.com, **Custos Fratris**, Tucson, AZ   2013-2014
- Planned and directed development of a firefighter health and safety peer-production website
- Conducted 3 field usability tests with fire fighters using fire station computers
- Led a group interview (n=30) with a local fire fighter safety committee to evaluate cultural fit

PUBLICATIONS & PRESENTATIONS

Peer-reviewed publications

1. Emily G. Lattie, **Eleanor R. Burgess**, David C. Mohr, Madhu C. Reddy. 2021. *Care Managers and Role Ambiguity: The Challenges of Supporting the Mental Health Needs of Patients with Chronic Conditions*. Computer Supported Cooperative Work (CSCW).

2. Jordan Eschler, **Eleanor R. Burgess**, Madhu C. Reddy, David C. Mohr. *Emergent Self-Regulation Practices in Technology and Social Media Use of Individuals Living with Depression*. In 2020 CHI Conference on Human Factors in Computing Systems Proceedings (CHI 2020). April 25–30, 2020, Honolulu, HI, USA. ACM Press.

3. **Eleanor R. Burgess**, Nathan Walter, Sandra J. Ball-Rokeach, Sheila T. Murphy. 2019. *Communication hotspots: How infrastructure shapes people's health*. Health Communication.

4. **Eleanor R. Burgess**, Kathryn E. Ringland, Jennifer Nicholas, Ashley Knapp, Jordan Eschler, David C. Mohr, Madhu C. Reddy. 2019. *"I think people are powerful": The sociality of individuals managing depression*. In Proceedings of the 2019 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '19). ACM Press.

5. **Eleanor R. Burgess**, Madhu C. Reddy, Andrew Davenport, Paul Laboi, Ann Blandford. 2019. *"Tricky to get your head around": Information Work of People Managing Chronic Kidney Disease*. In 2019 CHI Conference on Human Factors in Computing Systems Proceedings (CHI 2019). May 4-9, 2019, Glasgow, Scotland, UK. ACM Press.

6. Renwen Zhang, **Eleanor R. Burgess**, Madhu C. Reddy, Nan E. Rothrock, Surabhi Bhatt, Luke V. Rasmussen, Zeeshan A. Butt, Justin B. Starren. 2019. *Provider perspectives on the integration of patient-reported outcomes in an electronic health record.* Journal of American Medical Informatics Association (JAMIA) Open.

7. **Eleanor R. Burgess** and Aaron Shaw. 2016. *Evaluating Open Collaboration Opportunities in the Fire Service with FireCrowd*. In Proceedings of the 12th International Symposium on Open Collaboration (OpenSym '16). ACM Press.

Academic Community Magazine

Eleanor R. Burgess, Renwen Zhang, Sindhu Kiranmai Ernala, Jessica L. Feuston, Munmun De Choudhury, Stephen M. Schueller, Adrian Aguilera, Mary Czerwinski, Madhu C. Reddy. 2021. *Technology Ecosystems. Rethinking Resources for Mental Health*. Interactions Magazine.

Selected Technology Presentations

1. American Medical Informatics Association, Washington, DC. Nov 2017.
Student Design Finalist: *Sensi-steps: Using Patient-Generated Data (PGD) to Prevent Post-stroke Falls*. Wearable smartwatch technology.

2. Chicago VR Community (CHI-VR) Demo Day, Chicago IL. May 2017.
"ShareVR" startup virtual reality avatar technology presentation and live participant demos.

3. Techstars Demo Day, London, UK. Sep 2016.
"drfocused" healthcare startup technology presentation to the London business community.

4. Health Education England TELHack Hackathon, London. Nov 2015.
Presentation: "Gyedlines: Physician Prescription Support using Google Glass."

5. "FireCrowd" peer production site presentation to the Evanston Fire Department. Jun 2014.

6. "Spectacle" Google Glass application presentation. Evanston, IL. Dec 2013.

DESIGN TEACHING EXPERIENCE

Discussion Leader, Remote Design Research Methods, CBITs, Chicago, IL   Apr-Jul 2020
- Organized and led discussions for reading group focused on remote design research methods
- Part of a NIH-funded T-32 Postdoctoral training seminar, attended by students, postdoctoral scholars, and professors in HCI and Clinical Psychology

Chair, Design Research Reading Group, Segal Design Institute, Evanston, IL   Jun-Aug 2017
- Led bi-weekly design research discussions about topical design research papers
- Created a design research graduate seminar course for the Segal Design Institute

Invited Lectures

1. Guest speaker on the UX Research and Design Panel for CIS 330: Human Computer Interaction class at Northwestern University. March 9, 2020.

2. *Depression & Technology* lecture for Accessibility & Technology class at the University of Michigan. November 5, 2019.

3. *Social Media & Mood Management* lecture for Social Media & Online Communities class at Northwestern University. November 5, 2019.

4. *Social Technologies & Self-management of Depression*. Presentation to the Facebook Wellness Team. August 20, 2019.

5. *Contextual Inquiry* lecture for Technology & Human Interaction class at Northwestern University. Spring 2018.

6. *Design Values & Ethics* lecture for Technology & Human Interaction class at Northwestern University. Spring 2018.

7. Led 3 guest mini-lectures: *Sociotechnical Systems*; *User-Centered Design*; *Peer Production* for Technology & Communication class at Northwestern University. Fall 2017 and 2018.

HONORS & AWARDS

1. Fellowship in Leadership, Northwestern University Center for Leadership. Jan-Jun 2019.

2. Techstars Accelerator Program: $120,000 for *drfocused.* June 2016.

3. University College London Bright Ideas Award: £10,000 for *drfocused.* April 2016.

4. Most Innovative Team, Best Use of Big Data, and an overall 3rd Place. NHS Health Education England, TELHack. Nov 2015.

5. US-UK Fulbright Technology Award. University College London. March 2015.

SERVICE

Co-creator, "Mask Up" PSA to promote wearing face masks, Tucson, AZ   Jun-Jul 2020
- Collaborated with comic artist Alex Cohen (@Tiny Snek Comics)
- Conducted research for informative 4-panel comic to fill gap in information landscape
- Day 1 statistics: Facebook (2.1K likes, 1.5K shares, 130K reach); Instagram (10K likes, 2.9K shares, 69K reach); Twitter (1K likes, 600 retweets, 60K reach)

Lead Organizer, Technology Ecosystems: Rethinking Resources for Mental Health   Apr 2020
CHI Conference on Human Factors in Computing Systems, 2020 Workshop
- Directed a workshop for 50 industry and academic researchers at a top HCI conference
- Transitioned to a virtual workshop due to the Coronavirus CHI 2020 cancellation

Usability Tester, "Fulbrighter" iOS App, Chicago IL   Aug 2017
- Ran an expert heuristic evaluation of a mobile app for the US-UK Fulbright Commission

Usability Tester, Royal Free Hospital Dermatology Website, London, UK   Feb 2016
- Led an expert heuristic evaluation of a dermatology website for immunosuppressed patients

RESEARCH AND DESIGN SKILLS

- Interviews, contextual inquiry, workflow observation, visual elicitation, cognitive mapping, focus groups, usability testing, heuristic evaluation, surveys (e.g., Qualtrics), research question creation

- User-centered design, participatory and co-design, service design, journey mapping, persona development, Wizard of Oz paper prototyping, wireframe prototyping (e.g., InVision, Balsamiq)