

JIAXIN AN

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RESEARCH FOCUS

My work sits at the intersection of **human-agent interaction** and **health information practice**. On one side, I explore how people understand and relate to conversational agents. On the other side, I study how people seek health information across their lived experiences, such as older adults, patients with fibromyalgia, and parents caring for children with autism.

The connective thread: How can we design agentic systems that respect and preserve human autonomy in health contexts? Rather than asking "what can AI do," I ask "what should AI do to empower rather than diminish users over their health information practice?"

EDUCATION

Ph.D., Information Studies Aug 2021–present

The University of Texas at Austin, Austin, TX

Advisor: Dr. Yan Zhang

Dissertation: *Older adults' autonomy in health information seeking with information agents*

M.S., Library Science Jul 2018–Jun 2020

Peking University, Beijing, China

Advisor: Dr. Pengyi Zhang

Thesis: *The health information behavior of parents of children with ASD (Autism Spectrum Disorder)*

B.S., Library Science & B.S., Psychology Jul 2014–Jun 2018

Peking University, Beijing, China

RESEARCH & PAPER AWARDS

IC² Institute Graduate Fellowship 2025–2026

IC² Institute, University of Texas at Austin, Austin, USA

Best Artificial Intelligence Published Paper Award 2025

Association for Information Science and Technology (ASIS&T), SIG-AI

Challenge Cup Academic Competition, 2nd Prize 2016

Peking University, Beijing, China

SCHOLARSHIPS & HONORS

Student Travel Grant 2024, 2025

ASIS&T, SIG-AI

Graduate School Summer Excellence Fellowship 2023–2026

University of Texas at Austin, Austin, USA

College Recruitment Fellowship 2021–2022

University of Texas at Austin, Austin, USA

Dayuan Wu & Suiqiao Chen Scholarship (Top 1 in Library Science) 2017

Peking University, Beijing, China

Merit Student (Top 10%) 2017

Peking University, Beijing, China

PUBLICATIONS


* [J] *Journal*, [C] *Conference paper*, [DC] *Doctoral consortium*, [P] *Poster/Extended abstract*, [W] *Workshop position paper*, [M] *Pre-print*

Under review/In progress

[J5] An, J., Zhang, Y. (Work-in-progress). The role of conversational agents in older adults' health information seeking.

- [J4] Zhang, Y., **An, J.**, Wang, B., Zhang, Y., & Liu, J. (Under review). Human-Centered Explainability in Interactive Information Systems: A Survey. *ACM Transactions on Information Systems (TOIS)*.
- [J3] Lin, J., **An, J.**, & Zhang, Y. (Under review). Exploring everyday life health information-seeking conversations as an information practice. *Information Research*.



Peer-reviewed Journal Articles

- [J2] Choi, W., Bak, H., **An, J.**, Zhang, Y., & Stvilia, B. (2024). College students' credibility assessments of GenAI-generated information for academic tasks: An interview study. *Journal of the Association for Information Science and Technology*. <https://doi.org/10.1002/asi.24978>
 [SIG-AI Best Artificial Intelligence Published Paper Award]
- [J1] **An, J.**, Fan, W., Mittal, A., Zhang, Y., & Chen, A. (2024). Mobile App Use among Persons with Fibromyalgia: A Cross-Sectional Survey. *The Journal of Pain*. DOI: 10.1016/j.jpain.2024.03.011

Peer-reviewed Conference Papers

- [DC1] **An, J.** (2026). Autonomy in Older Adults' Information Seeking with Information Agents. *Proceedings of the 2026 Conference on Human Information Interaction and Retrieval (CHIIR)* (pp. 388–393).
- [C4] **An, J.**, Bak, H., Choi, W., Zhang, Y., & Stvilia, B. (2024). College Students' Metaphors for ChatGPT: An Exploratory Study. *Proceedings of the Association for Information Science and Technology*. <https://doi.org/10.1002/pr2.1116> (pp. 846–848).
- [C3] **An, J.**, Na, Y., & Zhang, P. (2019). How do parents of children with ASD use information grounds to seek for ASD-related information? *Proceedings of the Association for Information Science and Technology*, 56(1), 10–20.
- [C2] **An, J.**, Li, T., Teng, Y., & Zhang, P. (2018). Factors influencing emoji usage in smartphone mediated communications. In *International Conference on Information* (pp. 423–428). Springer, Cham.
- [C1] Zhe, W., **An, J.**, & Zhang, P. (2017). Activity patterns of collaborative sensemaking in small discussion groups. *iConference 2017 Proceedings* (pp. 498–506).

Peer-reviewed Poster, Extended Abstract & Workshop Position Papers

- [W4] **An, J.** (2025). Autonomy in People's Information Seeking and Sharing with Information Agents. *Annual Meeting of the Association for Information Science and Technology*.
 [SIG-AI Student Travel Award]
- [W3] **An, J.** (2025). Autonomy for Older Adult-Agent Interaction. *ACM Conference on Human Factors in Computing Systems (CHI) 2025*. arXiv preprint arXiv:2507.12767.
- [W2] **An, J.**, Bak, H., Choi, W., Zhang, Y., & Stvilia, B. (2024). College Students' Barriers and Challenges of Using ChatGPT: An Exploratory Study. *Annual Meeting of the Association for Information Science and Technology*.
 [SIG-AI Student Travel Award]
- [W1] **An, J.** (2023). Resilience in parents' caregiving for children with ASD: an exploratory study. *ACM Conference on Designing Interactive Systems (DIS)*.
- [P2] Liu, J., **An, J.**, & Zhang, P. (2020). Analyzing opinion conflicts in an online group discussion: From the perspective of majority and minority influence. *iConference 2020 Proceedings*.
- [P1] **An, J.**, Fu, Y., Wang, M., & Liu, C. (2017). To learn or not to learn? The primary school students' internet use for learning. *iConference 2017 Proceedings*.

- [M1] **Pre-print Manuscripts**
An, J., Yi, S., Lyu, Y., Liu, H., & Zhang, Y. (2025). Conversational Agents for Older Adults' Health: A Systematic Literature Review. *arXiv preprint arXiv:2503.23153*.

**RESEARCH
EXPERIENCE**

Research Assistant Aug 2021–present

The University of Texas at Austin, Austin, TX

Project 1: Human-Centered Explainability in Interactive Information Systems

PI: Dr. Jiqun Liu (Univ. of Oklahoma) & Dr. Yan Zhang

Reviewed 1,000+ publications → [J4].

Project 2: The Application of Generative AI in Education

PI: Dr. Wonchan Choi (Univ. of Wisconsin-Milwaukee), Dr. Yan Zhang, & Dr. Besiki Stvilia (Florida State Univ.)

Analyzed students' interviews of Generative AI use in their study → [J2], [P3], [W2]

Project 3: Consumer Longitudinal Health Information Needs and Search Behavior

PI: Dr. Yan Zhang & Dr. Jacek Gwizdka

Collected and analyzed three-month data (interviews, diaries, and logs) → [J3], [J5]

Project 4: Fibromyalgia-Related Mobile App Use

PI: Dr. Annie T. Chen (Univ. of Washington)

Analyzed the surveys of 600+ patients with fibromyalgia to understand their mobile app use behavior in health management → [J1]

Research Investigator

Jul 2015–Jan 2020

Peking University, Beijing, China

Project 1: Information Behavior of Parents of Children with ASD

Advisor: Dr. Pengyi Zhang

Interviewed 16 Chinese parents of children with ASD (Autism Spectrum Disorder) after 2-month observation to understand their information practice → [C3]

Project 2: Factors Influencing Emoji Usage in Smartphone-Mediated Communications

Advisor: Dr. Pengyi Zhang

Explored emoji usage by collecting WeChat messages, qualitative coding, and statistical tests → [C2]

Project 3: Primary School Students' Internet Usage for Learning

Advisor: Dr. Chang Liu

Investigated students' Internet use during their study by diaries, focus groups, and qualitative coding → [P1]

TEACHING

Teaching Assistant

School of Information, University of Texas at Austin, Austin, TX

Programming for Informatics (Core course, 33 students) 2026

Academic Success in Digital University (Core course, 100 students) 2025

Consumer Health Informatics (Selective course, 20 students) 2024

Introduction to Informatics (Core course, 27–40 students) 2023–2024

Department of Information Management, Peking University, Beijing, China

The Organization of Information (Core courses, 100 students) 2018–2020

**INDUSTRY
EXPERIENCE**

User Research Intern

Apr 2021–Jul 2021

Xiaomi Technology, Beijing, China

User Research Intern Jul 2018–Aug 2018
Ferrum Health, San Francisco, CA
(Funded by the CHINA-US Program for Entrepreneurship and Innovation, CUSPEI)

Product Manager Assistant Jul 2017–Jan 2018
Didi Chuxing, Beijing, China

**SERVICE &
LEADERSHIP**

Secretary Officer, ASIS&T SIG AI 2025–2026
Paper Reviewer
ACM CHI 2023–2026
ACM CUI 2024, 2026
ACM CSCW 2024–2025
ACM CHIIR 2023–2024
ASIS&T 2019, 2021, 2024–2026
iConference 2018, 2024
Humanities and Social Sciences Communications 2025
Information Research 2025
The Electronic Library 2025
Student Volunteer
ACM DIS 2023
ACM CHIIR 2023
iConference 2018

SKILLS

Software: NVivo, MAXQDA, SPSS, Excel, Axure, Sketch, Figma
Research Methods: Qualitative (surveys, observation, interviews, focus groups, diaries);
Quantitative (experiment design, statistical tests)
Coding: Python, SQL, HTML, CSS
Languages: Chinese (native), English (fluent)

Updated in 2026/05