

# Kaiwen Sun

Research Interests: Smart Home Technologies and Children's Digital Privacy & Safety

[kaiwensun.info](http://kaiwensun.info)  
kwsun@umich.edu  
(612)702-0452

## Education

**University of Michigan School of Information** | Ann Arbor, MI, Expected 2023  
Ph.D. in Information Science - Advised by Florian Schaub and Chris Brooks

**University of Michigan School of Information** | Ann Arbor, MI, Apr 2018  
Master of Science in Information - Human Computer Interaction, GPA: 3.9

**University of Minnesota** | Minneapolis, MN, Aug 2013  
Bachelor of Science - Marketing, GPA: 3.8

## Professional Experiences

**User Research Fellow** | Sep 2017 - Dec 2018  
Office of Academic Innovation and School of Information, University of Michigan

- Designed interview protocols, planned and executed interview sessions with 30 participants.
- Analyze data with affinity diagrams and NVIVO to uncover insights for design improvements.

**User Experience Design Intern** | Jun 2017 - Sep 2017  
Kohler Co. - Emerging Technology Design Studio

- Contributed iterative concept development through research, mindmap, digital illustration, presentations, for use-case scenarios in the bathroom and between connected IoT products.
- Created new product interface information architecture and interactions through ideation, design research, and wireframes while collaborating with two business units.

**UX Consultant** | Jan 2017 - Apr 2017  
Harman - Novi, MI.

- Designed a survey to uncover users' attitudes, behaviors, and characteristics and analyzed 154 survey responses to improve infotainment system user experiences.
- Conducted 5 usability tests to provide findings recommendations for client's design update.

**Experience Researcher** | Sep 2016 - Dec 2016  
Client: International Program in Engineering

- Conducted contextual observations to uncover workflow issues and proposed design changes.

## Selected Publications

Sun, K., Zou, Y., Radesky, J., Brooks, C., & Schaub, F. (2021). Child Safety in the Smart Home: Parents' Perceptions, Needs, and Mitigation Strategies. *ACM CSCW*. | [link](#)

Sun, K., Sugatan, C., Afnan, T., Simon, H., Gelman, S. A., Radesky, J., & Schaub, F. (2021). "They See You're a Girl if You Pick a Pink Robot with a Skirt": A Qualitative Study of How Children Conceptualize Data Processing and Digital Privacy Risks. *ACM CHI*. | [link](#)

Zou, Y., Danino, S., Sun, K., & Schaub, F. (2019). You 'Might' Be Affected: An Empirical Analysis of Readability and Usability Issues in Data Breach Notifications. *ACM CHI*. | [link](#)

## Other Work Experiences

**Apple Store Leader Program Associate** | Sep 2013 - April 2015  
Apple Inc, Chicago and Shanghai Apple Stores

- Led nearly 100 meetings to inspire the team to drive sales goals resulted in a multimillion-dollar retail establishment and maximizing customer satisfaction.
- Organized the first "Chinese Business at the Apple Store Event" in the U.S. and brought in new Chicago business opportunities and client relationships.

## Skills

**UX Research**  
User Interviews  
Contextual Inquiry  
Affinity Diagrams  
Comparative Analysis  
Survey  
Participatory Design  
Heuristic Evaluation  
Usability Testing

**UX Design**  
Brainstorming  
Sketching  
Moodboarding  
Personas  
Scenarios  
Use Case  
Wireframing  
Prototyping

## Leadership

**Peer Career Advisor**  
University of Michigan  
Sep 2017 - Apr 2018

**Student Rep**  
UMSI Committee  
Oct 2017 - Dec 2017

**Volunteer**  
University of Michigan  
UMSI Service Week  
2017 World IA Day

## Awards

**Merit Scholarship**  
University of Michigan  
School of Information,  
2016-2018

## Teaching

**Info Architecture**  
Winter '21 (SI 658):  
(5 / 5 rating)

**Intro to IxD**  
Fall '21 (SI 582)