ZHAN ZHANG

Department of Information Technology   zzhang@pace.edu || 315.399.2627
Pace University, New York, NY 10038   http://webpage.pace.edu/zzhang/

RESEARCH INTERESTS

Human Computer Interaction (HCI); Healthcare Informatics; Computer Supported Cooperative Work (CSCW); Human-AI Interaction; Wearable Technology.

PROFESSIONAL EXPERIENCES

Associate Professor   September 2023 ─ Present
School of Computer Science and Information Systems
Pace University, New York, NY

Founding Program Director, M.S. in Human-Centered Design September 2021 ─ Present
School of Computer Science and Information Systems
Pace University, New York, NY

Assistant Professor   September 2017 ─ August 2023
School of Computer Science and Information Systems
Pace University, New York, NY

OTHER EXPERIENCES

Visiting Professor   January ─ September 2025
Department of Informatics
New Jersey Institute of Technology, Newark, NJ

EDUCATION

Ph.D., Information Science   September 2011 ─ December 2016
College of Computing and Informatics
Drexel University, Philadelphia, PA, USA
Advisor: Aleksandra Sarcevic

M.S., Information Management   September 2009 ─ May 2011
School of Information Studies
Syracuse University, Syracuse, NY, USA
Advisor: Ping Zhang

B.S., Information Management and System   September 2005 ─ June 2009
School of Economics and Management
Beijing University of Posts and Telecommunications, China

GRANTS

Funded Federal Grants

National Institute of Health   **R15**   2024-2027

> Project Title: *Design and Develop a Decision Support System for Out-of-Hospital Treatment of Pediatric Patients*
> Role: PI; Awarded Amount: $419,294

Agency for Healthcare Research and Quality (AHRQ)   **R21/R33**   2024-2029

> Project Title: *LabGenie: A Patient-Engagement Tool to Aid Older Adults' Understanding of Lab Test Results*
> Role: co-I (site PI); Awarded Amount: $1,018,982

National Science Foundation (NSF)   **CAREER Award**   2023-2028

> Project Title: *Designing Hands-Free Cognitive Aids for Fast-Paced Medical Teams*
> Role: (sole) PI; Awarded Amount: $499,915

Agency for Healthcare Research and Quality (AHRQ)   **R21**   2021-2023

> Project Title: *A Novel Approach for Supporting Care Coordination across Distributed Emergency Care Teams*
> Role: PI; Awarded Amount: $297,843

National Science Foundation (NSF)   **CRII**   2020-2022

> Project Title: *Novel Approaches for Real-Time Data Capture in Fast-Paced Medical Work*
> Role: (sole) PI; Awarded Amount: $174,890

Funded Other Federal Grants

National Science Foundation (NSF)   2024

> Project Title: *International Conference on Healthcare Informatics (IEEE ICHI 2024) Doctoral Consortium Travel Scholarship*
> Role: Administrative PI; Awarded Amount: $18,000

Funded University Grants (*I stopped applying for university grants in 2021)

Covid-19 Interdisciplinary Research, Pace University   2021

> Project Title: *An Examination of Adherence to Contact Tracing Technology during COVID-19 Pandemic*
> Role: PI; Amount: $5,000

Scholarly Research Funding, Pace University   2020

> Project Title: *User-Centered System Design for Communicating Clinical Laboratory Test Results: A Pilot Study*
> Amount: $1,500

Scholarly Research Funding, Pace University   2019

> Project Title: *Novel Approaches for Real-Time Data Capture and Integration in Emergency Medical Work*
> Role: PI; Amount: $3,000

Wilson Faculty Fellowship, Pace University   2019

    Project Title: *Older Adults' Engagement with Community-Based Telehealth Wellness Programs: A Mixed-Method Study*
    Role: PI; Amount: $5,000

Scholarly Research Funding, Pace University   2018

    Project Title: *Developing Novel Technology Solutions for Reporting Clinical Data to Lay Individuals*
    Role: PI; Amount: $1,700

Scholarly Research Funding, Pace University   2017

    Project Title: *Integrating Mobile Technology in Occupational Therapy Practice*
    Role: PI; Amount: $2,200

PUBLICATIONS

* Indicates the student advisee

Google Scholar Link: https://scholar.google.com/citations?user=ZYATCY4AAAAJ&hl=en

Peer-Reviewed Journal Papers

J.27   Broad, A., Luo, X., Tahabi, F.M., Abdoo, D., **Zhang, Z.**, and Adelgais, K. (2025). Factors associated with abusive head trauma in young children presenting to emergency medical services using a large language model. *Prehospital Emergency Care*, 1–11. https://doi.org/10.1080/10903127.2025.2451209 [Impact Factor: 2.1]

J.26   *Bai, E.Z., **Zhang, Z.**, *Xu, Y.C., Luo, X., and Adelgais, K. (2024). Enhancing prehospital decision-making: Exploring user needs and design considerations for clinical decision support systems. *BMJ Medical Informatics and Decision Making*, 25(1), 31. [Impact Factor: 4.1. Corresponding Author]

J.25   Seo, W., Jain, S., Le, V., Li, J.Q., **Zhang, Z.**, Singh, H., Pasupathy, K., Mahajan, P., and Park, S.Y. (2024). Designing patient-centered interventions for emergency care: Participatory design study with patients. *JMIR Formative Research*, 9(1), e63610. [Impact Factor: 2.0]

J.24   **Zhang, Z.**, *Bai, E.Z., *Xu, N., *Stepanian, A., Ozkaynak, M., Kutzin, J., and Adelgais, K. (2024). A smart glass telemedicine application for prehospital communication: User-centered design. *Journal of Medical Internet Research* (*JMIR*). 26:e53157. doi: 10.2196/53157. PMID: 39612486. [Impact Factor: 7.4. Corresponding Author]

J.23   Kebapci, A., Ozkaynak, M., Bowler, F., Ponicsan, H., **Zhang, Z.**, and *Bai, E.Z. (2024). A pilot randomized controlled study to determine the effect of real-time videos with smart glass on the performance of the cardiopulmonary resuscitation. *CIN: Computers, Informatics, Nursing*. 10-1097. [Impact Factor: 2]

J.22   Seo W., Park, S.Y., **Zhang, Z.**, Singh, H., Pasupathy, K., Mahajan, P. (2024). Identifying interventions to improve diagnostic safety in Emergency Departments: Protocol for a participatory design study. *JMIR Research Protocols,* 13(1), e55357. [Impact Factor: 1.4]

J.21   **Zhang, Z.**, *Bai, E.Z., *Stepanian, A., Jagannath, S., and Park, S.Y. (2024). Touchless interaction for smart glasses in Emergency Medical Services: User needs and experiences. *International Journal of Human Computer Interaction (IJHCI),* 1–20. [Impact Factor: 4.7. Corresponding Author]

J.20 Nguyen, P., Schiaffino, M., **Zhang, Z.**, Choi, H.W., and Huh-Yoo, J. (2023). Toward alert triage: Scalable qualitative coding framework for analyzing alert notes from the telehealth intervention program for seniors (TIPS). *JAMIA open,* 6(3), ooad061. [Impact Factor: 2.9]

J.19 Ozkaynak, M., **Zhang, Z.**, Dolen, C., and Adelgais, K. (2023). Examining workflow for simulated pediatric emergency medical services care. *International Journal of Paramedicine*, (4), 15–28. https://doi.org/10.56068/OVSW1364

J.18 Wang, L.P., **Zhang, Z.**, Wang, D.K., Cao, W.D., Zhou, X.M., Zhang, P., Liu, J.X., Fan, X.M., and Tian, F. (2023). Human-centered design and evaluation of AI-empowered clinical decision support systems: A systematic review. *Frontiers in Computer Science*, 5:1187299. doi: 10.3389/fcomp.2023.1187299 [Impact Factor: 2.6. Corresponding Author]

J.17 **Zhang, Z.**, *Bai, E.Z., *Joy, K., *Ghelaa, P.N., Adelgais, K., and Ozkaynak, M. (2023). Smart glasses for supporting distributed care work: Systematic review. *Journal of Medical Internet Research (JMIR) Medical Informatics,* 11, e44161. [Impact Factor: 3.2. Corresponding Author]

J.16 **Zhang, Z.**, *Babu, N., Adelgais, K., and Ozkaynak, M. (2022). Designing and implementing smart glass technology for emergency medical services: A sociotechnical perspective. *JAMIA Open*, 5(4), ooac113. [Impact Factor: 2.9. Corresponding Author]

J.15 **Zhang, Z.** and Vaghefi, I. (2022). Continued use of contact-tracing apps in the United States and the United Kingdom: Insights from a comparative study through the lens of the health belief model. *Journal of Medical Internet Research (JMIR) Formative Research*, 6(12), e40302. [Impact Factor: 2.2]

J.14 Kocaballi, A.B., Sezgin, E., Clark, L., …, **Zhang, Z.,** Zubatiy, T. (authors are ordered alphabetically except the first three authors). (2022). Design and evaluation challenges of conversational agents in healthcare and well-being: Selective review study. *Journal of Medical Internet Research (JMIR)*, 24(11), e38525. [Impact Factor: 7.4]

J.13 **Zhang, Z.**, *Joy, K., and Park, S.Y. (2022). Characteristics and challenges of clinical documentation in self-organized fast-paced medical work. *Proceedings of the ACM on Human-Computer Interaction*, vol. 6, issue CSCW2, 1-21.

J.12 **Zhang, Z.**, *Joy, K., *Harris, R., Ozkaynak, M., Adelgais, K., and Munjal, K. (2022). Applications and user perceptions of smart glasses in emergency medical services: Semistrucutred interview study. *Journal of Medical Internet Research (JMIR) Human Factors*, 9(1): e30883. [Impact Factor: 2.7. Corresponding Author]

J.11 **Zhang, Z.**, Henley, T., Schiaffino, M., Wiese, J., Sachs, D., Migliaccio, J., and Huh-Yoo, J. (2021). Older adults' perceptions of community-based telehealth wellness programs: A qualitative study. *Journal of Informatics for Health and Social Care*, 1-12. [Impact Factor: 2.9. Corresponding Author]

J.10 **Zhang, Z.**, *Kmoth, L., Xiao, L., and He, Z. (2021). User-centered system design for communicating clinical laboratory test results: Design and evaluation study. *Journal of Medical Internet Research (JMIR) Human Factors*, 8(4): e26017. [Impact Factor: 2.7. Corresponding Author]

J.9 **Zhang, Z.**, *Joy, K., *Upadhyayula, P., Ozkaynak, M., *Harris, R., and Adelgais, K. (2021). Data work and decision making in emergency medical services: A distributed cognition perspective. *Proceedings of the ACM on Human-Computer Interaction*, vol. 5, issue CSCW2, article 356, 32 pages.

J.8 **Zhang, Z.**, Genc, Y., Wang, D.K., Ahsen, M.E., and Fan, X.M. (2021). Effect of AI

explanations on human perceptions of patient-facing AI-powered healthcare systems. *Journal of Medical Systems*, 45(6), 1-10. [Impact Factor: 5.2. Corresponding Author]

J.7 Wang, L.P., Wang, D.K., Tian, F., Peng, Z.H., Fan, X.M., **Zhang, Z.**, Yu, M., Ma, X.J., and Wang, H.A. (2021). CASS: Towards building a social support chatbot for online health community. *Proceedings of the ACM on Human-Computer Interaction*, vol. 5, issue CSCW1, article 9, 31 pages.

J.6 **Zhang, Z.**, *Citardi, D., Wang, D.K., Genc, Y., Shan, J., and Fan, X.M. (2021). Patients' perceptions of using artificial intelligence (AI)-based technology to comprehend radiology imaging data. *Health Informatics Journal*, 27(2), 14604582211011215. [Impact Factor: 3.0. Corresponding Author]

J.5 Fan, X.M., Chao, D.R., **Zhang, Z.**, Wang, D.K., Li, X.H., and Tian, F. (2021). Utilization of self-diagnosis health chatbots in real-world settings: Case study. *Journal of Medical Internet Research (JMIR)*, 22(12), e19928. [Impact Factor: 7.4. Corresponding Author]

J.4 **Zhang, Z.**, *Citardi, D., Xing, A.W., Xiao, L., *Lu, Y., and He, Z. (2020). Patient challenges and needs in comprehending lab test results: Mixed-methods study. *Journal of Medical Internet Research (JMIR)*, 22(12), e18725. [Impact Factor: 7.4. Corresponding Author]

J.3 **Zhang, Z.**, *Brazio, J., Ozkaynak, M., and Desanto, K. (2020). Evaluative research of technologies for prehospital communication and coordination: A systematic review. *Journal of Medical Systems*, 44(5), 100. [Impact Factor: 5.2. Corresponding Author]

J.2 **Zhang, Z.** and Sarcevic, A. (2018) Coordination mechanisms for self-organized work in an emergency communication center. *Proceedings of the ACM on Human-Computer Interaction*, vol. 2, issue CSCW, article 199, 21 pages. DOI 10.1145/3274468. [Acceptance rate 27%]

J.1 Kusunoki, D.S., Sarcevic, A., **Zhang, Z.**, and Yala M. (2014). Sketching awareness: A participatory study to elicit designs for supporting emergency medical work. *Computer Supported Cooperative Work*. 24(1): 1-38. [Impact Factor: 2.4]

Peer-Reviewed Conference Papers

C.24 Ozkaynak M., Kebapci A., Ponicsan H., **Zhang Z.**, *Bai E.Z., Bowler F. (2024). Evaluating smart glasses for cardiopulmonary resuscitation. In *Innovation in Applied Nursing Informatics* (pp. 19-24). IOS Press.

C.23 *Bai, E.Z., **Zhang, Z.**, *Xu, N., Ozkaynak, M., and Adelgais, K. (2024). User-centered design of an Emergency Department telemedicine application for prehospital communication. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'24)*.

C.22 Calambur, V., Jun, D.W., Schiaffino, M., **Zhang, Z.**, and Huh-Yoo, J. (2024). A case for "little English" in nurse notes from the Telehealth Intervention Program for Seniors: Implications for future design and research. In *Proceedings of the CHI Conference on Human Factors in Computing Systems* (CHI'24), pp. 1-16. https://doi.org/10.1145/3613904.3641961

C.21 **Zhang, Z.**, *Joy, K., *Bhadani, A.S., *Joshi, T.D., Adelgais, K., and Ozkaynak, M. (2023). Information seeking and sensemaking in emergency medical service through simulation video review. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'23)*, pp. 804.

C.20 **Zhang, Z.**, Huh-Yoo, J., *Joy, K., Angeles, M., Sachs, D., Migliaccio, J., and Schiaffino, M.

(2023). Experiences and perceptions of distinct telehealth delivery models for remote patient monitoring among older adults in the community. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'23)*, pp. 794.

C.19   He, Z., Tian, S.B., Erdengasileng, A., Hanna, K., Gong, Y., **Zhang, Z.**, Luo, X., and Lustria, M. (2023). Annotation and information extraction of a consumer-friendly health website for enhancing laboratory test reporting in patient portals. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'23)*, pp. 407.

C.18   *Chen, X., Genc, Y., and **Zhang, Z**. (2023). Social contextualization of datasets for mental health AI: a review of gender-linked sociotechnical misalignments. In *IEEE International Conference on Health Informatics*, pp. 439-445.

C.17   **Zhang, Z.**, Luo, X., *Harris, R., George, S., and Finkelstein, J. (2022). Hands-Free electronic documentation in emergency care work through smart glasses. In *Proceedings of the International Conference on Information (iConference 2022)*, pp. 314-331. [Acceptance rate 40%]

C.16   **Zhang, Z.**, Sarcevic, A., *Joy, K., Ozkaynak, M., and Adelgais, K. (2021). User needs and challenges in information sharing between pre-hospital and hospital emergency care providers. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'21)*, pp. 1254-1263.

C.15   Schiaffino, M., **Zhang, Z.**, Sachs, D., Migliaccio, J., and Huh-Yoo, J. (2021). Predictors of retention for community-based telehealth programs: A study of the telehealth intervention program for seniors (TIPS). In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'21)*, pp. 1089-1098.

C.14   Wang, D.K., Wang, L.P., **Zhang, Z.**, Wang, D., Zhu, H.Y., Gao, Y., Fan, X.M., Tian, F. (2021). "Brilliant AI Doctor" in rural China: Tensions and challenges in AI-powered CDSS Deployment. In *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'21)*, article 697, pp. 1-18. [Acceptance rate 26.3%]

C.13   *Lu, Y., **Zhang, Z.**, Min, K., Luo, X., He, Z. (2021). Pregnancy-related information seeking in online health communities: A qualitative study. In *Proceedings of the International Conference on Information (iConference 2021)*, pp. 18-36. [Acceptance rate 31%]

C.12   Luo, X., Ding, H.R., Tang, M., Gandi, P., **Zhang, Z.**, and He, Z. (2020). Attention mechanism with BERT for content annotation and categorization of pregnancy-related questions on a community Q&A site. In *Proceedings of IEEE International Conference on Bioinformatics and Biomedicine (BIBM)*, pp. 1077-1081. [Acceptance rate 19%]

C.11   **Zhang, Z.**, Genc, Y., Xing, A.W., Wang, D.K., Fan, X.M., and *Citardi, D. (2020). Lay individuals' perceptions of artificial intelligence (AI)-empowered healthcare systems. In *Proceedings of Association of Information Science and Technology (ASIS&T'20) Annual Meeting*, 57(1), e326.

C.10   *Lu, Y., Luo X., **Zhang, Z.**, Ding H.R., and He, Z. (2020). Retrieving lab test related questions from social Q&A sites by combining shallow features and deep representations. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'20)*, pp. 783-792.

C.9   **Zhang, Z.,** *Yu, L., Kou, Y., Wu, T.Y., Hun-Yoo, J., and He, Z. (2019). Understanding patient information needs about their clinical laboratory results: a study of social Q&A site. *Studies in Health Technology and Informatics*. 264: 1403-1407.

C.8   **Zhang, Z.**, Sarcevic, A., and Bossen, C. (2017). Constructing common information spaces across distributed emergency medical teams. In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW'17)*, pp. 934-947. [Acceptance rate 34%]

C.7   Sarcevic, A., **Zhang, Z.**, Marsic, I., and Burd, R.S. (2016). Checklist as a memory externalization tool during a critical care process. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'16)*, pp. 1080-1089. [Acceptance rate 41%]

C.6   **Zhang, Z.** and Sarcevic A. (2015). Constructing awareness through speech, gesture, gaze and movement during a time-critical medical task. In *Proceedings of the 14th European Conference on Computer Supported Cooperative Work (ECSCW'15)*, pp. 163-182. [Acceptance rate 20%]

C.5   **Zhang, Z.**, Sarcevic, A., Yala, M., and Burd, R.S. (2014). Informing digital cognitive aids design for emergency medical work by understanding paper checklist use. In *Proceedings of the ACM International Conference on Supporting Group Work (GROUP'14)*, pp. 167-177. [Acceptance rate 30%]

C.4   Kusunoki, D.S., Sarcevic, A., Weibel, N., Marsic, I., **Zhang, Z.**, Tuveson, G., and Burd, R.S. (2014). Balancing design tensions: Iterative display design to support ad hoc and interdisciplinary medical teamwork. In *Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI'14)*, pp. 1465-1476. [Acceptance rate 22.8%]

C.3   **Zhang, Z.**, Sarcevic, A., and Burd, R.S. (2013). Supporting information use and retention of pre-hospital information during trauma resuscitation: A qualitative study of pre-hospital communications and information needs. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'13)*, pp. 1579-1588. [Acceptance rate 34%]

C.2   Kusunoki, D.S., Sarcevic, A., **Zhang, Z.**, and Burd, R. S. (2013). Understanding visual attention of teams in dynamic medical settings through vital signs monitor use. In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW'13)*, pp. 527-540. [Acceptance rate 35.6%]

C.1   Sarcevic, A., **Zhang, Z.**, and Kusunoki, D.S. (2012). Decision making tasks in time-critical medical settings. In *Proceedings of the ACM International Conference on Supporting Group Work (GROUP'12)*, pp. 99-102. [Acceptance rate 37%]

Editorial

E.1   Zhang, R.W., **Zhang, Z.**, Wang, D.K., and Liu, Z.W. (2023). Responsible AI in healthcare: Opportunities, challenges, and best practices. *Frontiers in Computer Science.*

Book Chapter

B.1   **Zhang, Z.** and Kusunoki, D.S. (2020). Situation awareness research in medical teamwork. In *Fields of Practice and Applied Solutions*, *Handbook of Distributed Team Cognition,* pp. 89-116. CRC Press.

Peer-Reviewed Posters and Workshop Papers

P.16   Adelgais, K., Broad, A., Tahabi, F.M., Abdoo, D., Leonard, J., **Zhang, Z.,** Luo, X. (2025). Identifying abusive head trauma in young children presenting to emergency medical services using a large language model. *National Association of EMS Physicians Annual Meeting*. San Diego, CA.

P.15 Schiaffino, M., **Zhang, Z.**, Chaudhari, P., and Huh-Yoo, J. (2022). Understanding technology acceptability among vulnerable older adults in a community-based telehealth program. In *HCI International 2022*.

P.14 Adelgais, K., Dolen, C., Kothari, K., **Zhang, Z.**, and Ozkaynak, M. (2022). Characterizing emergency medical services workflow in the care of children. In *National Association of EMS Physicians Annual Meeting*.

P.13 Nguyen, P., Choi, H.W., Schiaffino, M., **Zhang, Z.**, and Huh-Yoo, J. (2021). Qualitative coding framework for analyzing alert notes from the Telehealth Intervention Program for Seniors (TIPS). In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'21)*.

P.12 Fan, X.M., Chao, D.R., **Zhang, Z**., Wang, D.K., and Tian, F. (2020). Human-AI interaction in the wild: A case study of how people use a health chatbot. *Workshop "Conversational Agents for Health and Wellbeing" at ACM CHI 2020 Conference*.

P.11 Lee, S. and **Zhang, Z**. (2020). Pediatric OTs' experience in using mobile applications in practice. Presented at the *2020 AOTA Annual Conference*.

P.10 Fan, X.M., Wang, L.P., Gao, Y., Wang, D.K., and **Zhang, Z**. (2019). Human-AI interaction in healthcare: Three case studies about how patients and doctors interact with AI in a multi-tiers healthcare system. *Workshop "Identifying Challenges and Opportunities in Human-AI Collaboration in Healthcare" at ACM CSCW 2019 Conference*. Austin, Texas.

P.9 **Zhang, Z.,** Caleb, W., and He, Z. (2019). Contextualizing consumer health information seeking. In *Proceedings of the American Medical Informatics Association Annual Symposium (AMIA'19)*.

P.8 **Zhang, Z.,** Lu, Y.*, Caleb, W., and He, Z. (2019) Making sense of clinical laboratory results: An analysis of questions and replies in a social Q&A community. *MedInfo*. Lyon, France.

P.7 Lee, S., **Zhang, Z.,** and Rodriguez, A*. (2018). Mobile applications for promoting visual perceptual skills: A systematic review. In *Annual Conference of Rehabilitation Engineering, Assistive Technology Society of North America* (*RESNA 2018)*. Washington, DC.

P.6 **Zhang, Z.** and Sarcevic, A. (2015). Pre-hospital information use during trauma resuscitation. In *Proceedings of the iConference 2015*. Newport Beach, California.

P.5 **Zhang, Z.** (2014). Supporting the pre-hospital information sharing, use and retention during emergency medical resuscitations. *Workshop on Interactive Systems in Healthcare (WISH) at AMIA 2014 Conference*. Washington, DC.

P.4 **Zhang, Z.**, Sarcevic, A., and An, Y. (2013). A prototype system for heterogeneous data management and medical devices integration in trauma resuscitation. In *Proceedings of the iConference 2013*. Fort Worth, Texas.

P.3 **Zhang, Z.** and Sarcevic, A. (2013). An analysis of pre-hospital communication in emergency care. *Workshop "Beyond Formality: Informal Communication in Health Practices" at ACM CSCW 2013 Conference*. San Antonio, Texas.

P.2 Kusunoki, D. S., **Zhang, Z.**, and Sarcevic, A. (2012). More monitors? Supporting situation awareness in the emergency room. *Drexel University Research*. Philadelphia, PA. [Dean's Award of Humanities & Social Sciences]

P.1 **Zhang, Z.**, Kusunoki, D.S., and Sarcevic, A. (2012). An analysis of decision making tasks and

information sources in trauma resuscitation. *Drexel University Research*. Philadelphia, PA.

Doctoral Consortia

DC.3 **Zhang, Z.** (2016). Supporting information sharing and presentation across distributed emergency medical settings. *ACM CSCW 2016 Doctoral Consortium*. (San Francisco, CA).

DC.2 **Zhang, Z.** (2015). Supporting the pre-hospital information sharing, use and retention during emergency medical resuscitations. *iConference 2015 Doctoral Consortium*. Newport Beach, California.

DC.1 **Zhang, Z.** (2014). Supporting the pre-hospital information sharing, use and retention during emergency medical resuscitations. *AMIA 2014 NSF Doctoral Consortium*. Washington, DC.

SELECTED PRESENTATIONS AND TALKS

T.13 Characteristics and challenges of clinical documentation in self-organized fast-paced medical work. Presented at CSCW 2022.

T.12 Hands-Free Electronic Documentation in Emergency Care Work through Smart Glasses. Presented at iConference 2022.

T.11 User-Centered Design of Advanced Health Information Technology. Presented at Future of Work Interdisciplinary Online Conference, Pace University, 2021.

T.10 User needs and challenges in information sharing between pre-hospital and hospital emergency care providers. Presented at AMIA 2021.

T.9 Lay individuals' perceptions of artificial intelligence (AI)-empowered healthcare systems. Presented at ASIS&T 2020.

T.8 Supporting communication and coordination across distributed emergency medical teams. The Design Lab, University of California, San Diego (UCSD). November, 2019.

T.7 Coordination mechanisms for self-organized work in an emergency communication center. Presented at CSCW 2018.

T.6 Supporting information sharing and presentation across distributed emergency medical settings. Presented at CSCW 2016 Doctoral Consortium.

T.5 Supporting information sharing and presentation across distributed emergency medical settings. Presented at iConference 2015 Doctoral Consortium.

T.4 Constructing awareness through speech, gesture, gaze and movement during a time-critical medical task. Presented at ECSCW 2015.

T.3 Supporting information sharing and presentation across distributed emergency medical settings. Presented at AMIA 2014 Doctoral Consortium.

T.2 Informing digital cognitive aids design for emergency medical work by understanding paper checklist use. Presented at Group 2014.

T.1 Supporting information use and retention of pre-hospital information during trauma resuscitation: A qualitative study of pre-hospital communications and information needs. Presented at AMIA 2013

AWARDS

Kenan Award of Teaching Excellence, Pace University   2023
(*one of the most prestigious awards given to faculty at Pace University, two recipients/year)

Kenan Faculty Development Grant, Pace University ($695) 2019

Prolific and Exemplary Scholarship, Pace University   2019

Constance Knapp Award for Excellence in Teaching, Pace University 2019

Kenan Faculty Development Grant, Pace University ($400) 2018

International Experience Funding, Drexel University   2015

AMIA 2014 NSF Doctoral Consortium travel & support grant 2014

Dean's Award of Research Poster, Drexel University   2012

Graduate Student Scholarship, Syracuse University   2009-2011

TEACHING

Instructor, Pace University   Spring 2020-2023
Introduction to User Experience

Instructor, Pace University   Spring & Fall 2018-2023
Systems Analysis and Design

Instructor, Pace University   Spring & Fall 2018-2024
Information Technology Internship

Instructor, Pace University   Fall 2017-2020
Web Authoring and Digital Media

Instructor, Pace University   Fall 2017
Information Systems Design and Development

Curriculum Reviewer, Drexel University   Summer 2016

Guest Lecturer, Drexel University   May 2016
Human Computer Interaction

Instructor, Drexel University of Computing Academy July 2014
Introduction to Informatics

Instructor, Drexel University of Computing Academy July 2013
Introduction to Informatics

Teaching Assistant, Syracuse University   Spring 2011
Human Computer Interaction

ADVISING

Student Thesis

Leanna Machado B.S. Honor Thesis Advisor, Pace University Spring 2022-2023

Joshua Comia	B.S. Honor Thesis Advisor, Pace University	Spring 2022
Enze Bai	Master Thesis Advisor, Pace University	Spring-Summer 2021
Meher Upadhyay	Master Thesis Advisor, Pace University	Spring-Fall 2021
Michael Strobel	Ph.D. Thesis Committee, Pace University	Fall 2019-Spring 2022
Richard Harris	B.S. Honor Thesis Advisor, Pace University	Fall 2019-Spring 2020
Yu Lu	Master Thesis Advisor, Pace University	Fall 2018-Spring 2019
Jigar Jadav	Ph.D. Thesis Committee, Pace University	Spring 2018
Daniel Citardi	B.S. Honor Thesis Advisor, Pace University	Spring 2018

Research Advising

Thy Tran	M.S., Human-Centered Design, Pace University	Sep 2024-Present
Vanessa Agbugba	M.S., Computer Science, Pace University	Sep 2024-Present
Sian Billings	B.S., Information System, Pace University	Sep 2024-Present
Liza Karimova	M.S., Human-Centered Design, Pace University	Sep 2023-May 2024
Aishwarya Ingale	M.S., Information System, Pace University	Sep 2022-Dec 2023
Le Zhou	Ph.D., Computer Science, Pace University	June 2023-Present
Nadia Xu	M.S., Human-Centered Design, Pace University	Jan 2023-May 2024
Maryam M. Meybody	M.S., Human-Centered Design, Pace University	Jan 2023-May 2024
Aram Stepanian	M.S., Information System, Pace University	Jan 2022-Dec 2022
Aastha Sunil Bhadani	M.S., Information System, Pace University	Jan 2022-June 2023
Enze Bai	Ph.D., Computer Science, Pace University	Sep 2021-Present
Ashika Babu	M.S., Information System, Pace University	Sep 2021-Sep 2022
Sri Racha	M.S., Computer Science, Pace University	May-Dec 2021
Karen Joy	M.S., Information System, Pace University	May 2020-Jan 2023
Lukas Kmoth	B.S., Information Technology, Pace University	Feb-Sep 2020
Pradeepti Upadhyayula	M.S., Information System, Pace University	Feb-May 2020
Richard Harris	B.S. & M.S., Computer Science, Pace University	Sep 2019-May 2021
Yu Lu	M.S., Computer Science, Pace University	Mar 2018-Sep 2020
Daniel Citardi	B.S. & M.S., Computer Science, Pace University	Spring 2018-2019
John Brazil	M.S., Information System, Pace University	Sep 2017-May 2018
Kelly Shiptoski	B.S., Computer Science, Drexel University	Spring 2015
Nicole Ferraro	B.S., Biomedical Engineering, Drexel University	Summer 2014
Maria Yala	B.S., Computer Science, Drexel University	Summer 2013

PRESS

Featured in Pace Research Newsletter	May 2023
Featured in Pace Magazine	December 2020
Featured in Pace News	June 2020
Featured in Pace Research Newsletter	May 2020

PROFESSIONAL ACTIVITIES

Grant Panelist

National Institute of Health (NIH)	since 2024
National Science Foundation (NSF)	since 2020

Invited Panelist

The Council of Independent Colleges (CIC) Funding the Future Panel	2023-2025

Program Committee

IEEE International Conference on Health Informatics (ICHI)	2024
ACM Conference on Computer Supported Cooperative Work (CSCW)	2019, 2021-2025
iConference	2018
ACM Conference on Human Factors in Computing Systems (CHI)	2017, 2020

Guest Editor

Frontiers	2022-2023

Reviewer

IEEE Transactions on Human-Machine Systems	since 2025
BMC Medical Informatics and Decision Making	since 2024
International Journal of Human-Computer Interaction	since 2022
Frontiers in Computer Science	since 2022
The BMJ Journal	since 2021
ACM Transaction on Interactive Intelligent Systems	since 2021
Journal of Human-Computer Studies	since 2020
Journal of Medical Systems	since 2020
Journal of Medical Internet Research	since 2020
Interactive, Mobile, Wearable and Ubiquitous Technologies (IMWUT)	2019
Americas Conference on Information Systems	since 2019
International Journal of Health Informatics	2019

Journal of Computer Supported Cooperative Work (JCSCW)	2018, 2019
ACM Conference on Human Factors in Computing Systems (CHI)	since 2014
ACM Conference on Computer Supported Cooperative Work (CSCW)	since 2014
iConference	since 2014
Int'l Conference on Pervasive Computing Technologies for Healthcare	2013
America Medical Informatics Association Annual Symposium (AMIA)	2013, 2017, 2021

Selected University and School Service

Career Service Advisory Board, Pace University	2023-present
Student Retention Committee, Pace University	Jan-May 2023
Program Director, MS-Human Centered Design	2021-present
HRPP Advisory Committee, Pace University	2021-present
BCG Response Undergraduate Program Task Force, Pace University	2021
MS-Human Centered Design New Program Task Force, Pace University	2020-2022
Wilson Faculty Fellowship Committee Member	2020-present
Institutional Review Board (IRB) Committee, Pace University	2019-present
BS-IS/BS-IT Curriculum Task Force, Pace University	2017-present
MS-Health Informatics New Program Task Force, Pace University	2018-2020
Academic Scheduling Committee, Pace University	2018
IT Curriculum Review Committee, Pace University	2017-present
Middle State Accreditation for BS-IS/BS-IT Programs, Pace University	2017-2018