

Crescentia Jung

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PhD Candidate in Information Science (Human-Computer Interaction) at Cornell University, researching AI-powered collaborative accessible systems.

Education

Aug 2022 – Present	PhD Candidate, Information Science Cornell University , New York, NY College of Computing and Information Science, Cornell Tech NYC Campus Committee: Shiri Azenkot (chair), Malte Jung, Andrea Stevenson Won, Karen Levy
Aug 2022 – May 2025	MS, Information Science Cornell University , New York, NY College of Computing and Information Science, Cornell Tech NYC Campus
Sep 2019 – May 2022	BS, Computer Science University of Wisconsin-Madison , Madison, WI Department of Computer Sciences

Skills

Qualitative	Interviews, focus groups, user-centered design, ethnography, diary studies, survey design, contextual inquiry, Wizard-of-Oz, qualitative coding, thematic analysis, affinity diagramming, usability testing
Quantitative	Quantitative data analysis, statistical modeling
Prototyping	Prototyping, human-AI prototyping, LLM-based systems
Programming	Java, C, R, Python, JavaScript, HTML, CSS
Software	Unity, Adobe Creative Suite, Figma, ATLAS.ti

Honors and Awards

2026	Siegel PiTech PhD Impact Fellowship and Extension , Cornell Tech, with the New York City Department of Health and Mental Hygiene
2026	CHI Best Paper Honorable Mention (top 5% of submissions)
2023	NSF Graduate Research Fellowship Program Honorable Mention
2023	DIS Special Recognition for Outstanding Reviews
2022	CRA Outstanding Undergraduate Researcher Award Honorable Mention
2021	IEEE VIS Best Paper Honorable Mention (top 5% of submissions)
2020, 2021	UW-Madison Undergraduate Scholarship for Summer Study

Research Experience

May 2026 – Present	Siegel and Rubinstein PiTech PhD Impact Fellow New York City Department of Health and Mental Hygiene , New York, NY Center for Health Equity and Community Wellness (CHECW) <ul style="list-style-type: none">– Conducted ground-truth evaluation of AI chatbots for diabetes and COVID-19 public health information, comparing LLM-generated responses with physician-authored reference answers.– Applied a 1–5 accuracy rubric to identify response-level errors and support systematic evaluation of chatbot performance.
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- Sep 2022
– Present
- Graduate Research Assistant | Cornell University**, New York, NY
Advisor: Shiri Azenkot
- Conducted mixed-methods HCI research on accessibility and collaboration in mixed-ability teams, including interviews and qualitative analysis of accessibility practices, teamwork, and allyship in virtual collaboration.
 - Designed and evaluated AI-mediated support for inclusive collaboration, including scenario-based studies and interactive prototypes examining how AI shapes supportive communication, autonomy, and perceptions of care and responsibility.
- Dec 2020
– May 2022
- Undergraduate Research Assistant | University of Wisconsin-Madison**, Madison, WI
Advisor: Yea-Seul Kim
- Conducted accessibility research on how blind and low-vision people access data visualizations and web-based information.
 - Contributed to studies of visualization alternative text, accessible data tables, and nonvisual mappings of charts using qualitative and user-centered research methods.
- Jul 2021
– Sep 2021
- Research Experiences for Undergraduates Intern | University of Wisconsin-Madison**, Madison, WI
Advisor: Yea-Seul Kim
- Conducted summer HCI accessibility research on nonvisual access to data visualizations for blind and low-vision users.

Publications

* indicates equal contribution.

- ASSETS 2026 [Supporting Allyship in Virtual Collaboration with Artificial Intelligence: A Scenario-Based Study.](#)
Crescentia Jung, Ricardo Gonzalez, Prashita Biswas, Seungyoon Kwon, Shiri Azenkot.
The 28th International ACM SIGACCESS Conference on Computers and Accessibility (ASSETS '26).
- CHI 2026 [Understanding How Accessibility Practices Impact Teamwork in Mixed-Ability Teams that Collaborate Virtually.](#)
Crescentia Jung, Kexin Cheng, Sharon Heung, Malte Jung, Shiri Azenkot.
Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI '26). Supported by NSF TRAILS funding.
- CHI 2026 [How Multimodal Large Language Models Support Access to Visual Information: A Diary Study With Blind and Low Vision People.](#)
Ricardo Gonzalez, **Crescentia Jung**, Sharon Y Lin, Ruiying Hu, Shiri Azenkot.
Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI '26).
Best Paper Honorable Mention (top 5% of submissions).
- CSCW 2025 [Supporting Teamwork in Mixed-Ability Virtual Collaboration.](#)
Crescentia Jung.
Extended Abstract, CSCW 2025 Doctoral Consortium (CSCW '25).
- ASSETS 2024 [Accessible Nonverbal Cues to Support Conversations in VR for Blind and Low Vision People.](#)
Crescentia Jung*, Jazmin Collins*, Jonathan Isaac Segal, Andrea Stevenson Won, Shiri Azenkot.
The 26th International ACM SIGACCESS Conference on Computers and Accessibility (ASSETS '24).

CHI 2024	<p><u>"It's Kind of Context Dependent": Understanding Blind and Low Vision People's Video Accessibility Preferences Across Viewing Scenarios.</u></p> <p>Lucy Jiang, Crescentia Jung, Mahika Phutane, Abigale Stangl, Shiri Azenkot. <i>Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI '24).</i></p>
CHI EA 2024	<p><u>SocialCueSwitch: Towards Customizable Accessibility by Representing Social Cues in Multiple Senses.</u></p> <p>Jonathan Isaac Segal, Samuel Rodriguez, Akshaya Raghavan, Heysil Baez, Crescentia Jung, Jazmin Collins, Shiri Azenkot, Andrea Stevenson Won. <i>Extended Abstracts of the CHI Conference on Human Factors in Computing Systems (CHI '24).</i></p>
ISMAR 2023	<p><u>Making Avatar Gaze Accessible for Blind and Low Vision People in Virtual Reality: Preliminary Insights.</u></p> <p>Jazmin Collins*, Crescentia Jung*, Shiri Azenkot. <i>Extended Abstract, IEEE International Symposium on Mixed and Augmented Reality (ISMAR '23).</i></p>
ASSETS 2023	<p><u>"The Guide Has Your Back": Exploring How Sighted Guides Can Enhance Accessibility in Social Virtual Reality for Blind and Low Vision People.</u></p> <p>Jazmin Collins*, Crescentia Jung*, Yeonju Jang, Danielle Montour, Andrea Stevenson Won, Shiri Azenkot. <i>The 25th International ACM SIGACCESS Conference on Computers and Accessibility (ASSETS '23).</i></p>
ASSETS 2023	<p><u>Speaking with My Screen Reader: Using Audio Fictions to Explore Conversational Access to Interfaces.</u></p> <p>Mahika Phutane, Crescentia Jung, Niu Chen, Shiri Azenkot. <i>The 25th International ACM SIGACCESS Conference on Computers and Accessibility (ASSETS '23).</i></p>
CGF 2022	<p><u>Seeing Through Sounds: Mapping Auditory Dimensions to Data and Charts for People with Visual Impairments.</u></p> <p>Ruobin Wang, Crescentia Jung, Yea-Seul Kim. <i>Computer Graphics Forum, 2022.</i></p>
CHI 2022	<p><u>What Makes Web Data Tables Accessible? Insights and a Tool for Rendering Accessible Tables for People with Visual Impairments.</u></p> <p>Yanan Wang, Ruobin Wang, Crescentia Jung, Yea-Seul Kim. <i>Proceedings of the ACM CHI Conference on Human Factors in Computing Systems (CHI '22).</i></p>
VIS 2021	<p><u>Communicating Visualizations without Visuals: Investigation of Visualization Alternative Text for People with Visual Impairments.</u></p> <p>Crescentia Jung, Shubham Mehta, Atharva Kulkarni, Yuhang Zhao, Yea-Seul Kim. <i>IEEE Transactions on Visualization and Computer Graphics (VIS '21).</i> Best Paper Honorable Mention (top 5% of submissions).</p>

Teaching and Mentoring Experience

Spring 2024 – Present	<p>Teaching Assistant Cornell University, New York, NY</p> <p>User Experience and User Research; Revolutionary Technologies; Technology and Social Justice</p>
Summer 2024 – Present	<p>Research Mentor</p> <p>Master's student mentees: Kexin Cheng, Prashita Biswas, Seungyoon Kwon</p>

Invited Talks

2026	Public Interest Technology (PiTech) Showcase , Cornell Tech
2026	Technology and Social Justice (taught by Nicki Dell), Cornell Tech
2025	Disability and Access in Tech and AI Summit , Cornell Tech

Professional Service and Leadership

2023 – Present	Reviewer CHI, DIS
2022 – Present	Cornell Prospective PhD Application Reviewer
2024, 2025	Student Volunteer Chair XR Access Symposium
2023	Student Volunteer ASSETS Conference
2023	Wellness Officer PhDs at Cornell Tech Student Organization
2022 – 2023	Cornell Tech Conversations: Women Who Lead Cohort
2022 – 2023	XR Access Stories Project Volunteer
2020 – 2022	Vice President Korean Undergraduate Students Association, UW-Madison

Press Coverage

2023	<u>"Undergraduate Research Makes Visualizations More Accessible via Alternative Text,"</u> CRA-E Undergraduate Research Highlights Series
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