

FAYE KOLLIG

Department of Information Science
University of Colorado at Boulder
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EDUCATION

Exp. 2027

Ph.D. in Information Science, University of Colorado Boulder

- Advised by Dr. Casey Fiesler

Aug 2018 – May 2022

B.A. of Media & Information, Michigan State University

- Focus area: Human-Centered Technology
- Minors in Information Technology and Spanish
- Honors College, National Merit Scholar, and Dean's List.

RESEARCH INTERESTS

Conversational AI for mental health and companionship; technology ethics and policy; informed consent and nonuse; trauma-informed computing; speculative and qualitative methods.

RESEARCH EXPERIENCE

May 2024 – present

Graduate Research Assistant, University of Colorado at Boulder

- Led speculative and empirical research projects exploring (un)ethical futures involving mental health AI (PI: Casey Fiesler)

Jan 2025 – Aug 2025

Graduate Intern, Parkview Health Mirro Center, Human Services and Informatics Research (HSIR) Department

- Analyzed data for mixed-methods research project working towards guidelines for trauma-informed mental health chatbots (PI: Fayika Farhat Nova)

Aug 2022 – Aug 2023

Graduate Research Assistant, University of Colorado at Boulder

- Analyzed interview data exploring health information sharing and privacy attitudes of people with chronic illnesses (PIs: Casey Fiesler and Steve Volda)
- Led interview study exploring experiences of people who post about their chronic health conditions online (PI: Casey Fiesler)

June 2021 – Aug 2021

Undergraduate Research Intern, Carnegie Mellon University, Human-Computer Interaction Institute(HCII)

- Analyzed interview data related to cybersecurity behavior adoption (PIs: Laura Dabbish, Jason Hong, and Cori Faklaris)

Sep 2019 - May 2021

Undergraduate Research Assistant, Michigan State University, Behavior, Information, and Technology Lab (BITLab)

- Analyzed interview data reacting to personal driving data, focusing on data inferences (PI: Emilee Rader)
- Developed, implemented experiment to test anti-phishing training, focusing on story-based learning (PI: Rick Wash)
- Analyzed infertility subreddit data, focusing on personal informatics, self-tracking, and social support (PI: Rich Wash)

Sep 2018 - May 2019

Professorial Assistant, Michigan State University, Department of Journalism

- Conducted, filmed, and subtitled interviews in Spanish for a documentary (<https://vimeo.com/702897028>), focusing on the experiences of DACA dreamers (Advisor: Geri Zeldes)
- *Awards received*: Broadcast Education Association Diversity & Inclusion Creative (April 2022); Regional Edward R. Murrow Award in Small Market TV (May 2022)

CONFERENCE PROCEEDINGS AND JOURNAL ARTICLES

Faye Kollig, Kira Voelker, Emily Ryan, Rachel Pfafman, and Fayika Farhat Nova. (2026). Current Landscape of Mental Health Conversational Agents from a Trauma-Informed Care Lens: Scoping Review. JMIR Mental Health, doi: 10.2196/77876. <https://preprints.jmir.org/preprint/77876/accepted> [journal article]

Faye Kollig and Casey Fiesler. (2026). “If it helps then it doesn’t matter”: Exploring Non-User Views on Chatbot Companionship through Story Completion. Proc. ACM Hum.-Comput. Interact. 10, 1, Article GROUP10, 21 pages. <https://doi.org/10.1145/3799445> [journal article]

Faye Kollig, Fayika Farhat Nova, Jessica Pater, and Casey Fiesler. (2025). Fictional Failures and Real-World Lessons: Ethical Speculation Through Design Fiction on Emotional Support Conversational AI. In CHI Conference on Human Factors in Computing Systems (CHI '25), April 26–May 01, 2025. Yokohama, Japan. ACM, New York, NY, USA. 15 pages. <https://doi.org/10.1145/3706598.3713322> [conference proceedings]

Megan Knittel, Faye Kollig, Abrielle Mason and Rick Wash. (2021). “Anyone else have this experience?”: Sharing the Emotional Labor of Tracking Data About Me. Proc. ACM Hum.-Comput. Interact. 5, CSCW1, Article 79 (April 2021), 30 pages. <https://doi.org/10.1145/3449153> [journal article]

SHORT PUBLICATIONS

Faye Kollig. (2025). Communicating Emotive Folk Theories and Tension through a First-Person Vignette. For: *How do design stories work? Exploring narrative forms of knowledge in HCI*, a Workshop in the Proceedings of CHI 2025 [workshop position paper]

Faye Kollig and Casey Fiesler. (2023). “Headlines rarely soothe nerves”: An Analysis of News Coverage of Social Media Mental Health Research. In *Computer Supported Cooperative Work and Social Computing* (CSCW '23 Companion). <https://doi.org/10.1145/3584931.3607012> [extended abstract]

Faye Kollig. (2023) Humanizing the User: Inviting Trauma-Informed Compassion into our Research and Design Practice. For: *Trauma-Informed Design: A Collaborative Approach to Building Safer Online Spaces*, a Workshop in the Proceedings of CSCW 2023 [workshop position paper]

Samantha Hautea, Norbert Nthala, Faye Kollig, João Marcelo Ferraz, and Emilee Rader (2021). “Assertive driver, I can imagine that”: Interpretations of Inferences from Driving Data”. In *USENIX Symposium on Usable Privacy and Security (SOUPS)*, <https://www.usenix.org/system/files/soups21-abstract-poster85-hautea.pdf> [extended abstract]

TEACHING EXPERIENCE

Spring 2026

Guest Lectures, University of Colorado at Boulder, INFO 4871, AI & Society

- Two class periods covering social AI
- Instructor: Casey Fiesler

Fall 2025

Guest Lecture, University of Colorado at Boulder, INFO 5601, Ethics & Policy

- Title: “Ethics and Legislation: Mental Health Chatbots and Companion AI.”
- Instructor: Casey Fiesler.

Fall 2023, Spring 2024

Graduate Teaching Assistant, University of Colorado at Boulder, INFO 1101, Computation in Society

- Graded and held office hours for ~200 students across two semesters for an asynchronous, online introductory course.
- Instructor: Chris Carruth.

ACADEMIC SERVICE AND VOLUNTEER EXPERIENCE

Peer Reviewer

- CHI Conference on Human Factors in Computing Systems 2025, 2026 (3 submissions)
- ACM International Conference on Supporting Group Work (GROUP) 2027 (1 submission)
- Catalyst: Feminism, Theory, and Technoscience Journal, 2025 (1 submission)
- CSCW Conference on Computer-Supported Cooperative Work 2023, 2025 (3 submissions)

Student Volunteer

- CHI Conference on Human Factors in Computing Systems 2025 (Yokohama, Japan)

Other

Nov 2025

“Supporting Our Colleagues with Disabilities and Chronic Illnesses” Panel Co-organizer and Facilitator

- Co-organized and facilitated peer and staff panel held during department seminar
- Collated and distributed [living resource document](#) as follow-up Jan 2026.

Feb 2025

Paraprofessional Anti-Violence Training, Safehouse Progressive Alliance on Nonviolence (SPAN), Boulder

- Completed 20-hour training on domestic violence, coercive control and power, anti-oppression advocacy, trauma-informed approaches, and ethical communication.

Sep 2019 – May 2022

Support Group Leader and Director of Marketing, Spartan Support Network, Michigan State University

- Facilitated peer support groups (Sep 2019 – May 2020)
- Developed marketing strategy, web and social media materials (May 2020 - May 2022)

Last Updated: 3/25/2026