Ken Holstein

Assistant Professor at Carnegie Mellon University

Pittsburgh, PA, US

Ken Holstein's research focuses broadly on AI-augmented work and improving how we design and evaluate AI systems for real-world use.

Biography

Ken Holstein is an Assistant Professor in the Human-Computer Interaction Institute at Carnegie Mellon University, where he directs the CMU CoALA Lab. In addition to his position at CMU, Ken is an inaugural member of the Partnership on AI?s Global Task Force for Inclusive AI. He is also part of Northwestern?s Center for Advancing Safety of Machine Intelligence (CASMI) and the Jacobs Foundation?s CERES network. Ken's research focuses broadly on AI-augmented work and improving how we design and evaluate AI systems for real-world use. Ken draws on approaches from human?computer interaction (HCI), AI, design, cognitive science, learning sciences, statistics, and machine learning, among other areas. Ken is deeply interested in: (1) understanding the gaps between human and artificial intelligence across a range of contexts, and (2) using this knowledge to design systems that respect human work, elevating human expertise and on-the-ground knowledge rather than diminishing it. To support these goals, Ken's research develops new approaches and tools that support better incorporation of diverse human expertise across the AI development lifecycle. Ken's work has been generously supported by the National Science Foundation (NSF), CMU?s Block Center for Technology and Society, Northwestern?s CASMI & UL Research Institutes, Institute for Education Sciences (IES), Cisco Research, Jacobs Foundation, Amazon Research, CMU?s Metro21 Smart Cities Institute, and Prolific.

Industry Expertise

Research, Education/Learning, Computer Software

Areas of Expertise

Elections, Intelligence Augmentation, Applied Machine Learning, Artificial Intelligence, Human-Computer Interaction, Worker-Centered Design

Affiliations

Association for Computing Machinery (ACM) : Member, Design Justice Network (DJN) : Member

Event Appearances

Designing for Complementarity in AI-Augmented Work

UCI Informatics Seminar Series

Fostering Critical AI Literacy Among Frontline Workers, the Public, & AI Developers
HCI + Design Thought Leaders Lecture

Supporting Effective AI-Augmented Decision-Making in Social Contexts
Toward a Safety Science of AI

Education

Carnegie Mellon University
Ph.D. Human?Computer Interaction

Carnegie Mellon University
M.S. Human?Computer Interaction

University of Pittsburgh
B.S. Psychology (Cognitive focus)

Accomplishments

Best Paper Award
2023 ACM Conference on Fairness, Accountability, and Transparency (FAccT?23)

Best Paper Award
2023 ACM CHI Conference on Human Factors in Computing Systems (CHI?23)

Best Paper Award
2023 IEEE Conference on Secure and Trustworthy Machine Learning (SaTML?23)

Graduate Student Poster Grand Prize
2022 Grefenstette Tech Ethics Symposium

CMU Teaching Innovation Award
2022 Prototyping Algorithmic Experiences (PAX)
