

Towards Inclusive Human-AI Interaction: What Statistical Analysis Techniques Revealed

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Abstract

As Artificial Intelligence (AI) becomes more ubiquitous throughout all levels of society, helping us maintain our productivity levels, playing computer games with us, and even helping to drive our vehicles, there are a few questions we must ask as a research community: 1) Are there any disparities in the user experiences for diverse end users of AI products? 2) How can we uncover such issues in AI products in controlled and analyzable ways?, and 3) What interventions can we introduce to narrow disparities in user experiences of AI products? This talk will trace the course of my graduate career and how I have gone about answering these questions with mixed-method approaches, applying both statistical (e.g., experimental design, sampling methods, and inferential statistical methods) and qualitative techniques to work towards inclusive human-AI interaction.