

Jordan Eschler
Curriculum Vitae

Northwestern University
School of Communication
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EDUCATION

Ph.D. (2017). Information Science. University of Washington.
M.S. (2011). Information Management. University of Washington.
B.A. (2001). Economics. University of Michigan.

RESEARCH EXPERIENCE

2017-Present Postdoctoral Fellow
Northwestern University School of Communication

Managing two projects focused on adapting an existing suite of mobile applications (*IntelliCare*) for users in vulnerable populations. This is the central strategy in implementing a technology-enabled solution for mental health care. These projects are informing requirements for redesign of the applications to engage individuals who experience significant barriers to accessing professional mental health care.

Project 1. Designing for Depression Management: Interview and visual elicitation study with individuals diagnosed with depression who are also interested in better daily self-management of symptoms and improving their quality of life.

Project 2. Intervention for Homeless Youth: Participatory design study with homeless individuals aged 18-24, to gather requirements for a mobile application to respond to mental health crises in high-risk contexts.

2016-2017 Research Assistant (Fall Quarter 2016 – Spring Quarter 2017)

Patients as Safeguards: Understanding the Information Needs of Hospitalized Patients. Agency for Healthcare Research and Quality Grant # R01 HS022894.

Principal Investigator: Dr. Wanda Pratt, University of Washington

- 2016 Research Intern (Summer)
- Microsoft Research, Redmond, WA
 Health Intelligence Team
- 2016 Research Assistant (Spring Quarter)
- Matchmaking for Health: Facilitating Mentoring in Peer Health Communities
 through Social Matching. National Science Foundation Grant # 1117187.
 Principal Investigators: Drs. Wanda Pratt, David McDonald, Andrea
 Hartzler, University of Washington
- 2013-2016 Research Assistant (Fall Quarter 2013 – Winter Quarter 2016)
- Exploring Reminders and Notifications for Chronic Disease Management
 Agency for Healthcare Research and Quality Grant # R01 HS021590.
 Principal Investigator: Dr. James Ralston, MD, MPH, Group Health
 Research Institute
- 2011-2012 Research Assistant (Winter Quarter 2011 – Fall Quarter 2012)
- Public Access Technology Benchmark Framework for the Working Group
 Principal Investigator: Mike Crandall, University of Washington

PEER-REVIEWED JOURNAL PUBLICATIONS

- 2018 Zhang, A., **Eschler, J.**, and Reddy, M. (Forthcoming) Online Support Groups for
 Depression in China: Culturally Shaped Experiences and Motivations. *Computer
 Supported Cooperative Work*.
- 2018 Eschler, J. and Menking, A. (Forthcoming) “‘No Prejudice Here’: Examining Social
 Identity Work in Starter Pack Memes.” *Social Media & Society*.
- 2018 Rolland, B. and **Eschler, J.** (Forthcoming) “Searching for Survivor-Specific Services
 at National Cancer Institute-Designated Comprehensive Cancer Centers: A Qualitative
 Assessment.” *Journal of the National Comprehensive Cancer Network*.
- 2013 Head, A. J., Van Hoeck, M., **Eschler, J.**, & Fullerton, S. “What information
 competencies matter in today’s workplace?” *Library and Information Research*,
 37(114), 74-104.

PEER-REVIEWED CONFERENCE PUBLICATIONS (ARCHIVAL)

- 2018 **Eschler, J.**, Bhattacharya, A., and Pratt, W. “Designing a reclamation of body and
 health: cancer survivor tattoos as coping ritual.” *Proceedings of the SIGCHI
 Conference on Human Factors in Computing Systems (CHI)*, April 21-26.
 **Honorable Mention*

- 2018 Mishra, S., Miller, A.M., Haldar, S., Khelifi, M., **Eschler, J.**, Elera, R., Pollack, A., Pratt, W. "Interpersonal Informatics: Supporting Collaborative Health Tracking in the Hospital." *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI)*, April 21-26.
- 2017 **Eschler, J.** and Pratt, W. "'I'm so glad I met you': Designing dynamic collaborative support for young adult cancer survivors." *Proceedings of the Computer-Supported Cooperative Work and Social Computing (CSCW)*, February 25-March 1.
**Honorable Mention*
- 2016 **Eschler, J.**, Meas, P.L., Lozano, P., McClure, J.B., Ralston, J.D., and Pratt, W. "Integrating the patient portal into the health management work ecosystem: user acceptance of a novel prototype." *Proceedings of the American Medical Informatics Society (AMIA)*, November 14-18.
- 2016 **Eschler, J.**, Schmalz, M., and Carter, M.S. "Applying User Engagement Models from Direct-to-Patient Online Services to Improve Patient Portal Design." *Proceedings of the iConference*, March 20-23.
- 2016 **Eschler, J.** "A Critical Reflection on Social Media Research Using an Autoethnographic Approach." *Proceedings of the 49th Hawaii International Conference on System Sciences (HICSS)*, January 5-8.
- 2015 **Eschler, J.**, Liu, L.S., Vizer, L.M., McClure, J.B., Lozano, P., Pratt, W., and Ralston, J. "Designing Asynchronous Communication Tools for Optimization of Patient-Clinician Coordination." *Proceedings of the American Medical Informatics Society (AMIA)*, November 14-18.
- 2015 O'Leary, K., Vizer, L.M., **Eschler, J.**, Ralston, J., Pratt, W. "Understanding patients' health and technology attitudes for tailoring self-management interventions." *Proceedings of the American Medical Informatics Society (AMIA)*, November 14-18.
**Homer R. Warner Award winner*
- 2015 **Eschler, J.**, Dehlawi, Z., and Pratt, W. "Self-characterized Illness Phase and Information Needs of Participants in an Online Cancer Forum." *Proceedings of the International Conference on Web and Social Media (ICWSM)*, May 26-29.
- 2015 O'Leary, K., **Eschler, J.**, Kendall, L., Vizer, L.M., and Pratt, W. "Understanding Design Tradeoffs for Health Technologies: A Mixed-Methods Approach." *Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (CHI)*, April 18-23.
- 2015 **Eschler, J.**, Kendall, L., O'Leary, K., Vizer, L.M., Lozano, P., McClure, J.B., Pratt, W., and Ralston, J.D. "Shared Calendars for Home Health Management." *Proceedings of the 18th ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW)*, March 14-18.
- 2015 **Eschler, J.**, O'Leary, K., Kendall, L., Ralston, J.D., and Pratt, W. "Systematic inquiry for design of health care information systems: an example of elicitation of the patient stakeholder perspective." *Proceedings of the 48th Hawaii International Conference on System Sciences (HICSS)*, January 5-8.

- 2015 **Eschler, J.**, Taylor, H., and Palkar, S. “Researching Dynamic Phenomena in Complex Organizations: Collaborative Practice Research with Theory Triangulation.” *Proceedings of the 48th Hawaii International Conference on System Sciences (HICSS)*, January 5-8.
- 2014 Kendall, L., **Eschler, J.**, Lozano, P., McClure, J.B., Vizer, L.M., Ralston, J.D., and Pratt, W. “Engineering for reliability in at-home chronic disease management.” *Proceedings of the American Medical Informatics Society (AMIA)*, November 15-19.
- 2014 **Eschler, J.**, Palkar, S., and Taylor, H. “Transforming Practice Using Theoretical Framing to Improve Organizational Processes.” *Proceedings of the 47th Hawaii International Conference on System Sciences (HICSS)*, January 6-9.
- 2013 Kim, J., **Eschler, J.**, Dombrowski, C., and Lutters, W. “Transcending Knowledge Gaps in Virtual Teams: Social Processes of Rapid Problem-Solving Bounded by Terminology.” *Proceedings of the 19th Americas Conference on Information Systems*, Chicago, Illinois, August 15-17.

CONFERENCE ABSTRACTS

- 2017 (Abstract) **Eschler, J.** and Snyder, J. “Racial Bias in the Representation of Medical Evidence: Constructing a More Inclusive Picture of Health.” *Proceedings of the Society for Social Studies of Science (4S) Annual Meeting*.
- 2017 (Poster) **Eschler, J.** and Pratt, W. “Factors affecting young adult survivor engagement in cancer advocacy work.” *Proceedings of the American Society of Preventive Oncology (ASPO)*.

AWARDS AND HONORS

- Honorable Mention (SIGCHI Conference on Human Factors in Computing Systems) Eschler, J., Bhattacharya, A., and Pratt, W. “Designing a reclamation of body and health: cancer survivor tattoos as coping ritual.”
- Population Health Initiative Funding, University of Washington (\$1,500)
- Honorable Mention (Computer-Supported Cooperative Work and Social Computing) Eschler, J. and Pratt, W. (2017). “‘I’m so glad I met you’: Designing dynamic collaborative support for young adult cancer survivors.”
- Homer R. Warner Award Winning Paper (American Medical Informatics Association) O’Leary, K., Vizer, L.M., Eschler, J., Ralston, J., Pratt, W. (2015). “Understanding patients’ health and technology attitudes for tailoring self-management interventions.”
- Paul Evan Peters Ph.D. Fellowship, Center for Networked Information (\$10,000)
- Faculty Recognition Award for M.S. in Information Management, University of Washington

TEACHING EXPERIENCE

2017-2018	Instructor – Human-Computer Interaction (Winter Quarter)
2012-2013	TA – Intellectual Foundations of Informatics (Spring Quarter) TA – Master’s Capstone (Fall and Winter Quarters)
2011-2012	Instructor – Database Management and Information Retrieval (Winter Quarter) Instructor – Relational Database Management Systems (Spring Quarter)
2010-2011	TA – Intellectual Foundations of Informatics (Spring Quarter)

REVIEWING

American Medical Informatics Association, SIGCHI (ACM), Computer-Supported Cooperative Work (ACM), Hawai’i International Conference on Systems Science, Journal of Adolescent Research, Journal of Cancer Survivorship, Social Media & Society

SERVICE

- Adolescent and Young Adult Cancer Communications Task Force, Robert H. Lurie Comprehensive Cancer Center (2017-Present)
- Student Representative, University of Washington Information School Ph.D. Admissions Committee (2016-2017 Academic Year)
- Doctoral Student Association Coordinator, University of Washington Information School (2015-2016 Academic Year)
- Doctoral Student Association Treasurer, University of Washington Information School (2013-2014 Academic Year)

AFFILIATIONS

- American Medical Informatics Association
- Association for Computing Machinery
Founding member, *Rural Computing Special Interest Group*