

Shruti Sannon

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RESEARCH SUMMARY

I examine the privacy implications of technologies, particularly for marginalized populations, and with a focus on new forms of digitally-mediated labor. The goal of my research is to inform how technologies can be designed to be more inclusive, ethical, and privacy-protective for users with diverse needs and experiences. I use a range of social science methods in my work, including semi-structured interviews, surveys, content analyses, field work, and experiments.

EDUCATION

- 2015–present **Cornell University**
PhD in Communication (specialization: human-computer interaction)
Committee: Natalie Bazarova (Co-Chair), Dan Cosley (Co-Chair), Karen Levy, Brooke Duffy
- 2019 **Cornell University**
MS in Communication
- 2014 **New York University**
MA in Media, Culture, and Communication
- 2007 **The University of Toronto**
BS in Psychology and Criminology

RESEARCH EXPERIENCE

- 6/2019–9/2019 **Microsoft Research**, Redmond, WA
Graduate Research Intern
Mentors: Dr. Mihaela Vorvoreanu and Dr. Adam Fourney
- 8/2015–present **Social Media Lab, Cornell University**, Ithaca, NY
Graduate Research Assistant
Advisor: Prof. Natalie Bazarova
- 8/2016–5/2017 **Interaction Design Lab, Cornell University**, Ithaca, NY
Graduate Research Assistant
Supervising faculty: Prof. Geri Gay
- 8/2014–6/2015 **The Governance Lab, New York University Tandon School of Engineering**, New York, NY
Research Associate
Supervisor: Prof. Stefaan Verhulst
- 03/2013–5/2014 **The Governance Lab, New York University Tandon School of Engineering**, New York, NY
Graduate Research Assistant
Advisor: Prof. Stefaan Verhulst

PUBLICATIONS

- 2020 **Sannon, S.**, Vorvoreanu, M., Walker, K., & Fourney, A. (2020). "Am I doing this all wrong?" Challenges and Opportunities in Family Information Management. In *Proceedings of the ACM on Human-Computer Interaction (CSCW)*.
- 2020 **Sannon, S.**, Stoll, B., DiFranzo, D., Jung, M., & Bazarova, N. (2020). "I just shared your responses": Extending Communication Privacy Management Theory to Interactions with Conversational Agents. In *Proceedings of the ACM on Human-Computer Interaction (GROUP)*, article 8, p. 1-18.
- 2019 Taylor, S., DiFranzo, D., Choi, Y. H., **Sannon, S.**, & Bazarova, N. (2019). Accountability and Empathy by Design: Encouraging Bystander Intervention to Cyberbullying on Social Media. In *Proceedings of the ACM on Human-Computer Interaction (CSCW)*, article 118, p. 1-26.
- 2019 **Sannon, S.**, and Cosley, D. (2019). Power, Privacy, and Invisible Labor on Amazon Mechanical Turk. In *Proceedings of the 2019 ACM Conference on Human Factors in Computing Systems (CHI)*, paper 282, p. 1-12.
- 2019 **Sannon, S.**, Murnane, E., Bazarova, N., & Gay, G. (2019). "I was really, really nervous posting it": Communicating about Invisible Chronic Illnesses across Social Media Platforms. In *Proceedings of the 2019 ACM Conference on Human Factors in Computing Systems (CHI)*, paper 353, p. 1-13.
- 2018 **Sannon, S.**, Bazarova, N., & Cosley, D. (2018). Privacy Lies: Understanding How, When, and Why People Lie to Protect Their Privacy in Multiple Online Contexts. In *Proceedings of the 2018 ACM Conference on Human Factors in Computing Systems (CHI)*, paper 52, p. 1-13.
- 2018 Adams, A., Adams, P., Murnane, E., Efenbein, M., Chang, P., **Sannon, S.**, Gay, G., & Choudhury, T. (2018). Keppi: A Tangible User Interface for Self-Reporting Pain. In *Proceedings of the 2018 ACM Conference on Human Factors in Computing Systems (CHI)*, paper 502, p. 1-13.
- 2017 **Sannon, S.**, Choi, Y. H., Taft, J., & Bazarova, N. (2017). What Comments Did I Get? How Post and Comment Characteristics Predict Interaction Satisfaction on Facebook. In *Proceedings of the International AAAI Conference on Web and Social Media (ICWSM)*, p. 664-667.

ARCHIVED SHORT PAPERS

- 2018 **Sannon, S.**, Stoll, B., DiFranzo, D., Jung, M., & Bazarova, N. How Personification and Interactivity Influence Stress-Related Disclosures to Conversational Agents. In *Extended Abstracts on Computer-Supported Collaborative Work (CSCW)*, p. 285-288.
- 2018 **Sannon, S.** and Cosley, D. (2018). "It was a shady HIT": Navigating Work-Related Privacy Concerns on MTurk. In *Extended Abstracts on Human Factors in Computing Systems (CHI)*, paper LBW507, p. 1-6.
- 2017 Purington, A., Taft, J., **Sannon, S.**, Bazarova, N., & Taylor, S. (2017). "Alexa is my new BFF": Social Roles, User Satisfaction, and Personification of the Amazon Echo. In *Extended Abstracts on Human Factors in Computing Systems*, p. 2853-2859.

CONFERENCE PAPERS (non-archival)

- 2019 **Sannon, S.**, Stoll, B., DiFranzo, D., Jung, M., & Bazarova, N. (2019). "I just shared your responses": Extending Communication Privacy Management Theory to Interactions with Conversational Agents. Presented at *International Communication Association (ICA) Annual Conference*. Washington, DC.
- 2019 Duffy, B., Pinch, A., & **Sannon, S.** (2019). Imagining and Resisting Algorithmic Change: Independent Cultural Workers in an Age of Platformization. Presented at *International Communication Association (ICA) Annual Conference*. Washington, DC.
- 2018 **Sannon, S.**, Bazarova, N., & Cosley, D. (2018). Privacy Lies: Understanding How, When, and Why People Lie to Protect Their Privacy in Multiple Online Contexts. Presented at *Symposium on Usable Privacy and Security (SOUPS) 2018 Poster Session*. Baltimore, DC.
- 2018 **Sannon, S.**, Murnane, E., Bazarova, N., & Gay, G. (2018). Managing Privacy While Managing Pain: A Mixed Methods Study of Health Disclosures on Social Media. Presented at *Technology, Mind & Society*. Washington, DC.
- 2018 **Sannon, S.** and Cosley, D. (2018). "It was a shady HIT": Navigating Work-Related Privacy Concerns on MTurk. Presented at *United States Federal Trade Commission's PrivacyCon 2018 Student Poster Session*. Washington, DC.
- 2016 Choi, Y.H., Taylor, S., **Sannon, S.**, & Bazarova, N. (2016). Social Media Affordances and Interpersonal Aspects of Depression. Presented at *the National Communication Association 102nd Annual Convention*, Philadelphia, PA.
- 2013 **Sannon, S.** (2013). All The Roads Taken: Negotiating Identity as Global Nomads. Presented at the *New York State Communication Association Annual Conference*. Ellenville, NY.

WORKSHOP PAPERS AND CONSORTIA

- 2020 **Sannon, S.** (2020). Power Dynamics and Privacy Protection in the Gig Economy. *Symposium on Usable Privacy and Security (SOUPS) 2020 Workshop on Inclusive Privacy and Security (WIPS)*.
- 2019 **Sannon, S.** (2019). Power Dynamics and Privacy Protection in the Gig Economy. *Doctoral Consortium, CSCW 2019*. Austin, TX.
- 2018 **Sannon, S.** (2018). Privacy-Protective Behaviors in the Face of Vulnerabilities. *Symposium on Usable Privacy and Security (SOUPS) 2018 Workshop on Inclusive Privacy and Security (WIPS)*. Baltimore, MD.
- 2017 **Sannon, S.** (2017). When Privacy is Painful: Designing for Multiple Needs and Trade-offs. *CSCW 2017 Workshop on Networked Privacy*. Portland, OR.
- 2017 Purington, A., Taft, J., **Sannon, S.**, Bazarova, N., & Taylor, S. (2017). "Alexa is my new BFF": A Case Study of the Amazon Echo's Social Functions and Roles. *CSCW 2017 Workshop on Conversational Agents*. Portland, OR.

2016 **Sannon, S., & Bazarova, N. (2016).** From Theory to Design: Technological Interventions for Coping with Stress and Anxiety. *CHI 2016 Workshop on Mental Health and Computing*. San José, CA.

GRANTS AND FELLOWSHIPS

- 2020 **Microsoft Research Dissertation Grant (\$25,000)**
Proposal: Towards a more inclusive gig economy: Examining Privacy, Security, and Safety Risks for Workers with Chronic Illnesses and/or Disabilities
Awarded based on technical merit and potential for impact of the proposed research
- 2018 **Center for the Study of Inequality Seed Grant (\$930)**, Cornell University
Proposal: Privacy and Power in Digital Labor Markets
Awarded based on academic rigor, social scientific merit, engagement with the inequality literature, and potential scholarly contributions
- 2018 **Media Studies Graduate Working Group Grant (\$1,200)**, Cornell University
Proposal: Researching Media and Technology from Multiple Perspectives
- 2015 **Cornell Fellowship (\$28,036)**, Cornell University
Awarded to outstanding and most promising new graduate students

AWARDS

- 2020 Anson E. Rowe Advanced Graduate Student award (\$2,450), Cornell Department of Communication
Recognizes an advanced graduate student who has proven research productivity, teaching excellence, and has made a contribution to the communication community.
- 2018 CHI Mentoring Symposium scholarship (\$1,050)
- 2017 CSCW Networked Privacy Workshop travel award (\$1,000)
- 2014 Award for Academic Achievement in Technology and Society, New York University
- 2013 Michael L. Rosenberg Scholarship (\$5,000), New York University
Recognizes outstanding graduate students with strong academic records
- 2013 Mitchell Leaska Scholarship (\$500), New York University, 2013

TEACHING EXPERIENCE

- Instructor of Record**
Spring 2019 COMM2010 Oral Communication. Cornell University
- Graduate Teaching Assistant**
Fall 2018 COMM/INFO 2450 Communication and Technology. Cornell University
Fall 2017 COMM/INFO 2450 Communication and Technology. Cornell University
Fall 2015 COMM 2310 Writing About Communication. Cornell University
- Guest Lecturer**
Fall 2018 COMM/INFO 2450 Communication and Technology. Cornell University
Fall 2017 COMM/INFO 2450 Communication and Technology. Cornell University
Summer 2017 COMM/INFO 2450 Communication and Technology. Cornell University
- Online Course Co-Creator**

2016 Youth and Technology. Cornell University. Online course on pyd101.net.
2015 Internet Governance: Laws, Policies, Frameworks. Online course on ICANN.org.

INDUSTRY EXPERIENCE

2014 **Reboot**, New York, NY
Programs Intern

2010-11 **Ogilvy and Mather**, New Delhi, India
Senior Strategic Planner

2009 **McCann Erickson**, Singapore
Strategic Planning Intern

2008-09 **G.E. Money**, Dubai, UAE
Marketing and Communications Officer

MEDIA MENTIONS

2020 Microsoft Research Dissertation Grant supports students' cutting-edge work. *Microsoft Research.*

2017 Alexa, be more human. *CNET.*

2017 Festival of Scholarship. *Ithaca Voice.*

2017 Inauguration kicks off with research on display at Festival of Scholarship. *Cornell Chronicle.*

SERVICE

Program Committees

2020 ACM CHI Late-Breaking Work

2020 ACM CHI Workshop on Networked Privacy

2019 ACM CSCW Interactive Posters

2017 AAAI ICWSM

Reviewing

2017-20 ACM CHI (**Special Recognition for Outstanding Review 2020**)

2017-20 ACM CSCW (**Special Recognition for Outstanding Review 2017**)

2018-20 International Communication Association (ICA)

Ad hoc Journal of Media Psychology

Ad hoc Journal of Language & Social Psychology

Mentoring

2016-19 Peer mentor, Department of Communication, Cornell University

Student Volunteer

2014 Workshop on Governance Design for the Future. *Personal Democracy Forum.*

ASSOCIATION MEMBERSHIP

2016-present Association for Computing Machinery

2018-present International Communication Association

2017-18 Association for the Advancement of Artificial Intelligence