

Shruti Sannon

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RESEARCH SUMMARY

I am interested in how power asymmetries and inequality in sociotechnical systems impact users, particularly those from marginalized groups. 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

- 2021 **Cornell University**
Ph.D., M.S. in Communication (specialization: human-computer interaction)
Committee: Natalie Bazarova (Co-Chair), Dan Cosley (Co-Chair), Karen Levy, Brooke Duffy
Dissertation: "Workers at the Margins: Risks and Opportunities for Marginalized Workers in the Gig Economy"
- 2014 **New York University**
M.A. in Media, Culture, and Communication
- 2007 **The University of Toronto**
B.S. in Psychology and Criminology

RESEARCH EXPERIENCE

- 1/2021–present **Department of Information Science, Drexel University, Philadelphia, PA**
Postdoctoral Researcher
Advisor: Dr. Andrea Forte
- 6/2019–9/2019 **Microsoft Research, Redmond, WA**
Graduate Research Intern
Mentors: Dr. Mihaela Vorvoreanu and Dr. Adam Fourney
- 8/2015–12/2020 **Social Media Lab, Cornell University, Ithaca, NY**
Graduate Research Assistant
Advisor: Dr. Natalie Bazarova
- 8/2016–5/2017 **Interaction Design Lab, Cornell University, Ithaca, NY**
Graduate Research Assistant
Advisor: Dr. Geri Gay
- 8/2014–6/2015 **The Governance Lab, New York University Tandon School of Engineering, New York, NY**
Research Associate
Advisor: Prof. Stefaan Verhulst
- 03/2013–5/2014 **The Governance Lab, New York University Tandon School of Engineering, New York, NY**
Graduate Research Assistant

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

Workshop Organizing

2021 Usenix SOUPS Workshop on Inclusive Privacy and Security

Reviewing

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

2017-present 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

2018-2020 International Communication Association

2017-18 Association for the Advancement of Artificial Intelligence