

CAITLIN (CAITIE) LUSTIG

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SUMMARY

I am a researcher with a background in user centered design, human-computer interaction, information science, computer science, and science and technology studies. I use interviews, surveys, participant observation, and literature reviews to conduct my research, which has spanned topics such as implications of using algorithms to curate content in social media, manage labor, and mediate diversity and inclusion. I take an interdisciplinary approach that combines theory and practice-based solutions for corporations and designers. I have extensive independent and collaborative writing experience, including experience as a writing consultant.

EDUCATION

University of Washington, Seattle, Washington
PhD in Human Centered Design and Engineering (ongoing)
Advisor: Prof. Daniela Rosner

University of California, Irvine, Irvine, California
Master of Science in Informatics, 2018
Thesis: "Algorithmic Authority of the Bitcoin Blockchain"
Advisors: Prof. Bonnie Nardi and Prof. Geoffrey Bowker

University of Washington, Seattle, Washington
Bachelors of Science in Computer Engineering, Hardware Track, 2008

SELECTED PUBLICATIONS

1. **Caitlin Lustig**, Sean Rintel, Liane Scult, and Siddharth Suri. "Stuck in the middle with you: The transaction costs of corporate employees hiring freelancers". Conference on Computer Supported Cooperative Work and Social Computing. ACM, 2020.
2. Morgan Klaus Scheuerman, Kandrea Wade, **Caitlin Lustig**, Jed Brubaker. "How We've Taught Algorithms to See Identity: Constructing Race and Gender in Image Databases for Facial Analysis". Conference on Computer Supported Cooperative Work and Social Computing. ACM, 2020. **(Best paper award, and award for Contributions to Diversity & Inclusion.)**
3. **Caitlin Lustig**, Ridley Jones, Josephine Hoy, Negin Alimohammadi, and Charlotte P. Lee. "Resilience and the Rapid Shift to Remote Working at a University: Emerging Questions". The New Future of Work Symposium, 2020.
4. **Caitlin Lustig**. "Intersecting Imaginaries: Visions of Decentralized Autonomous Systems." Conference on Computer Supported Cooperative Work and Social Computing Companion. ACM, 2019.
5. Jaime Snyder, Elizabeth Murnane, **Caitlin Lustig**, Stephen Voida. "Visually Encoding the Lived Experience of Bipolar Disorder." CHI Conference on Human Factors in Computing Systems. ACM, 2019.
6. Yong Ming Kow and **Caitlin Lustig**. "Imaginaries and Crystallization Processes in Bitcoin Infrastructuring." Journal of Computer Supported Cooperative Work (JCSCW). 2018.
7. **Caitlin Lustig** and Bonnie Nardi. "Algorithmic Authority: The Case of Bitcoin". Proceedings of HICSS-48. Kauai, HI: IEEE Computer Society. January 5-8, 2015.
8. Ruth E. Anderson, Waylon Brunette, Erica Johnson, **Caitlin Lustig**, Anthony Poon, Cynthia Putnam, Odina Salihbaeva, Beth E. Kolko, Gaetano Borriello. "Experiences with a Transportation Information System that Uses Only GPS and SMS". ICTD 2010 at Royal Holloway, University of London. December, 2010.
9. Ruth E. Anderson, Anthony Poon, **Caitlin Lustig**, Waylon Brunette, Gaetano Borriello and Beth E. Kolko. "Building a Transportation Information System Using Only GPS and Basic SMS Infrastructure". ICTD 2009 at Carnegie Mellon Qatar. April, 2009.

SELECTED PRESENTATIONS

- *Invited talk*: "When algorithms turn bittersweet: Improving experiences of bittersweet algorithmically curated sensitive content" for HCDE 418: User Experience Design (2021).
- *Invited lecturer*: "Designing for Freshmen's Well-being" for HCDE 210: Explorations in Human Centered Design (2020).
- *Invited lecturer*: "Algorithms in the Social Sphere" for HCDE 419: Concepts in Human-Computer Interaction (2020).
- *Invited presentation* at Microsoft's Future of Work Summit: "Benefits of and concerns about the gig economy for FTEs" (2019).
- *Invited presentation* at Data & Society: Governance through Protocol: Scaling Bitcoin (2017).

 S E L E C T E D O R G A N I Z I N G E X P E R I E N C E

- *Co-chair*: Queer in HCI with Dr. Michael Ann DeVito, 2020-present.
- *Organizer*: CHI 2021 SIG for Queer in HCI: Strengthening the Community of LGBTQIA+ Researchers and Research
- *Organizer*: CHI 2020 SIG: Queer in HCI: Supporting LGBTQIA+ Researchers and Research Across Domains
- *Organizer*: CHI 2018 workshop: HCI for Blockchain
- *Organizer*: ICWSM 2017 workshop: Studying User Experiences and Experiences with Algorithms
- *Organizer*: CSCW 2016 workshop: Algorithms at Work: Empirical Diversity, Analytic Vocabularies, Design Implications
- *Lead organizer and moderator*: CHI 2016 panel: Algorithmic Authority: the Ethics, Politics, and Economics of Algorithms that Interpret, Decide, and Manage

 S E L E C T E D W O R K A N D R E S E A R C H E X P E R I E N C E

Research on Facebook Memories Users

Boulder, Colorado
 Research staff for the University of Colorado, Boulder working with Prof. Jed Brubaker & Dr. Artie Konrad July 2019 to present

I conducted interviews with 20 Fusers that had seen sensitive curated content through Facebook's Memories features. I am currently writing a first authored CSCW paper in which I make design recommendations for recommender systems that curate sensitive content and recommendations for user research practice.

Stemming the Spread of COVID-19: Coordinating Remote Work for Social Distancing

Seattle, Washington
 University of Washington working with Prof. Charlotte Lee March 2020 to present

We are researching how people work together to meet the practical, social, and emotional needs of their work communities during a sudden transition to remote work during COVID-19. I manage the project and have conducted interviews and observations, and I first authored a New Future of Work 2020 paper.

Algorithmic Care

New York City, New York
 Graduate Research Assistant for NYU's AI Now Institute working with Dr. Elizabeth Kazianas July 2020 to present

I am working on a project on narratives AI and health. My group and I did a "close reading" of three behavioral health datasets to critically examine the sociotechnical limitations, implications, and narratives of AI behavioral health systems: what these datasets leave out and where their construction does not align with lived experiences.

Algorithmic Mediation for Diversity

Seattle, Washington
 eScience, University of Washington working with Dr. Anissa Tanweer September 2019 to present

This project is on how algorithms are used to promote diversity. I am interviewing researchers involved with creating and using one such algorithm to learn about the social dynamics and ethics of using algorithmic mediation for this purpose. I also conducted participant observation with data scientists and AI researchers.

User-Centered Design for Freshmen During COVID-19

Seattle, Washington
 Student in User-Centered Design at the University of Washington October 2020 to December 2020

We designed and evaluated a prototype for an application to support freshmen's emotional and social needs during COVID-19. I led survey design, conducting interviews, developing personas, conducting and designing user studies, and writing design recommendation documentation.

Experiences of Clients of the Freelance Economy

Redmond, Washington
 Microsoft research intern working with Drs. Siddharth Suri and Sean Rintel, and Liane Scult April 2019 to July 2019

I interviewed 36 full time employees about their experiences with hiring freelancers through a freelance platform and conducted participant observation. I published a first authored CSCW paper with recommendations for ethical use and design of freelance platforms.

 R E S E A R C H M E T H O D S A N D S K I L L S

- Ethnographic methods
- Interviews
- Literature reviews
- Participant observation
- Personas
- Qualitative methods
- Survey design
- Usability studies
- User studies