

## EDUCATION

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**PhD (ABD), Human Centered Design & Engineering** (expected) 2025

University of Washington

Seattle, Washington

Dissertation: "Breaking Binaries in Digital Platform Design: An Analysis through Care Research and Agential Realism"

Advisor: Prof. Daniela Rosner

**MS, Informatics** 2018

University of California, Irvine

Irvine, California

Thesis: "Algorithmic Authority of the Bitcoin Blockchain"

Advisors: Prof. Bonnie Nardi and Prof. Geoffrey Bowker

**BS, Computer Engineering, Hardware Track** 2008

University of Washington

Seattle, Washington

## PUBLICATIONS

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### PEER-REVIEWED PUBLICATIONS

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16. Sandoval, Juana C. B., Felicia S. Jing, Adriana Alvarado Garcia, Sara E. Berger, Heloisa Candello, and **Caitlin Lustig**. "What Counts as 'Technology' in Assessments and Evaluations?: A Multidisciplinary Perspective". *Special Issue: Integrating Ethics, The Journal of Responsible Innovation*. forthcoming. (accepted)

15. **Lustig, Caitlin**, Maya A Kaneko\*, Meghna Gupta\*, Kavita Dattani\*, Audrey Desjardins, and Daniela Rosner. "Porous By Design: How Childcare Platforms Impact Worker Personhood, Safety, and Connection". *Proceedings of the 2024 ACM Designing Interactive Systems Conference*. 2024. (\* = joint second authorship)



14. Maya A Kaneko, **Caitlin Lustig**, Daniela Rosner, and Audrey Desjardins. "Care Layering: Complicating Design Patterns". *Proceedings of the 2024 ACM Designing Interactive Systems Conference*. 2024.
13. Michelson, Rebecca, **Caitlin Lustig**, Daniela Rosner, Josephine Hoy, and Dorothy R. Santos. "Worlding with Tarot: Design, Divination, and the Technological Imagination". *Proceedings of the 2024 ACM Designing Interactive Systems Conference*. 2024.
12. Mathur, Varoon, **Caitlin Lustig**, and Elizabeth Kaziunas. "Disordering Datasets: Sociotechnical Misalignments in AI-Mediated Behavioral Health". *Proceedings of the ACM on Human-Computer Interaction* 6.CSCW2 (2022): 1-33.
11. **Lustig, Caitlin** and Daniela Rosner. "From Explainability to Ineffability? ML Tarot and the Possibility of Inspiring Design". *Proceedings of the 2022 ACM Designing Interactive Systems Conference*. 2022.
10. Benabdallah, Gabrielle, Ashten Alexander, Sourojit Ghosh, Chariell Glogovac-Smith, Lacey Jacoby, **Caitlin Lustig**, Anh Nguyen, Anna Parkhurst, Kathryn Reyes, Neilly H. Tan, Edward Wolcher, Afroditi Psarra, and Daniela Rosner. "Slanted Speculation: Material Encounters with Algorithmic Bias". *Proceedings of the 2022 ACM Designing Interactive Systems Conference*. 2022.
9. **Lustig, Caitlin**, Artie Konrad, and Jed Brubaker. "Designing for the Bittersweet: Improving Sensitive Experiences with Recommender Systems". *Proceedings of the 2022 CHI Conference on Human Factors in Computing Systems*. 2022.
8. **Lustig, Caitlin**, Sean Rintel, Liane Scult, and Siddharth Suri. "Stuck in the middle with you: The transaction costs of corporate employees hiring freelancers". *Proceedings of the ACM on Human-Computer Interaction* 4.CSCW1 (2020): 1-28.
7. Scheuerman, Morgan Klaus, Kandrea Wade, **Caitlin Lustig**, and Jed Brubaker. "How We've Taught Algorithms to See Identity: Constructing Race and Gender in Image Databases for Facial Analysis". *Proceedings of the ACM on Human-computer Interaction* 4.CSCW1 (2020): 1-35.
6. **Lustig, Caitlin**. "Intersecting Imaginaries: Visions of Decentralized Autonomous Systems." *Proceedings of the ACM on Human-Computer Interaction* 3.CSCW (2019): 1-27.
5. Snyder, Jaime, Elizabeth Murnane, **Caitie Lustig**, and Stephen Volda. "Visually Encoding the Lived Experience of Bipolar Disorder." *Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems*. 2019.



4. Kow, Yong Ming and **Caitlin Lustig**. "Imaginaries and Crystallization Processes in Bitcoin Infrastructuring." *Computer Supported Cooperative Work (CSCW)* 27.2 (2018): 209-232.
3. **Lustig, Caitlin** and Bonnie Nardi. "Algorithmic Authority: The Case of Bitcoin". *2015 48th Hawaii International Conference on System Sciences*. IEEE, 2015.
2. Anderson, Ruth E., Waylon Brunette, Erica Johnson, **Caitlin Lustig**, Anthony Poon, Cynthia Putnam, Odina Salihbaeva, Beth E. Kolko, and Gaetano Borriello. "Experiences with a Transportation Information System that Uses Only GPS and SMS". *Proceedings of the 4th ACM/IEEE International Conference on Information and Communication Technologies and Development*. 2010.
1. Anderson, Ruth E., Anthony Poon, **Caitlin Lustig**, Waylon Brunette, Gaetano Borriello and Beth E. Kolko. "Building a Transportation Information System Using Only GPS and Basic SMS Infrastructure". *2009 international conference on information and communication technologies and development (ICTD)*. IEEE, 2009.

## EXTENDED ABSTRACTS

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5. DeVito, Michael Ann, **Caitlin Lustig**, Ellen Simpson, Kimberley R. Allison, Tya Chuanromanee, Katta Spiel, Amy J. Ko, Jennifer Rode, Brianna Dym, Michael Muller, Morgan Scheuerman, Ashley Walker. "Queer in HCI: Strengthening the Community of LGBTQIA+ Researchers and Research". *Extended Abstracts of the 2021 CHI Conference on Human Factors in Computing Systems*. 2021.
4. DeVito, Michael Ann, Ashley Marie Walker, **Caitlin Lustig**, Amy J. Ko, Katta Spiel, Alex A. Ahmed, Kimberley Allison, Morgan Scheuerman, Brianna Dym, Jed R. Brubaker, Ellen Simpson, Naveen Bagalkot, Noopur Raval, Michael Muller, Jennifer Rode, Mary L. Gray. SIG: "Queer in HCI: Supporting LGBTQIA+ Researchers and Research Across Domains". *Extended abstracts of the 2020 CHI Conference on human factors in computing systems*. 2020.
3. Elsdén, Chris, Bettina Nissen, Karim Jabbar, Reem Talhouk, **Caitlin Lustig**, Paul Dunphy, Chris Speed, and John Vines. "HCI for Blockchain: Studying, Designing, Critiquing and Envisioning Distributed Ledger Technologies." *Extended Abstracts of the 2018 CHI Conference on Human Factors in Computing Systems*. 2018.
2. **Lustig, Caitlin**, Katie Pine, Bonnie Nardi, Lilly Irani, Min Kyung Lee, Dawn Nafus, and Christian Sandvig. "Algorithmic Authority: the Ethics, Politics,

and Economics of Algorithms that Interpret, Decide, and Manage". *Proceedings of the 2016 CHI Conference Extended Abstracts on Human Factors in Computing Systems*. 2016.

1. Wagenknecht, Susann, Min Kyung Lee, **Caitlin Lustig**, Jacki O'Neill, and Himanshu Zade. "Algorithms at Work: Empirical Diversity, Analytic Vocabularies, Design Implications". *Proceedings of the 19th ACM Conference on Computer Supported Cooperative Work and Social Computing Companion*. 2016.

## WORKSHOP AND NON-ARCHIVAL PAPERS

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7. **Lustig, Caitlin**. "From Industrial & Organizational Psychology to AI technology". 4S. 2025. (Accepted)
6. Akridge, Hunter and **Caitlin Lustig**. "Future(s) of Care Work: How Digital Care Platforms Reproduce and Contest the Cultural Politics of Care." 4S. 2025. (Accepted)
5. **Lustig, Caitlin**, 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. Proferes, Nicholas, Alissa Centivany, **Caitlin Lustig**, and Jed Brubaker. Workshop proposal: "Studying User Perceptions and Experiences with Algorithms". *International AAAI Conference on Web and Social Media*. 2017.
3. Brubaker, Jed R., **Caitlin Lustig**, and Gillian R. Hayes. "PatientsLikeMe: empowerment and representation in a patient-centered social network." *CSCW'10; Workshop on research in healthcare: past, present, and future*. 2010.
2. **Lustig, Caitlin**, Hristo Novatchkov, Lucy Dunne, Mike McHugh and Lorcan Coyle. "Using Colocation to Support Human Memory". *MeMos 2007: Supporting Human Memory with Interactive Systems. Workshop at the 2007 British HCI International Conference*. 2007.
1. **Lustig, Caitlin** and Lorcan Coyle. "Reminding Short-Term Memory Sufferers to Complete Routine Tasks". *UCDCSI Technical Report 2007.10* (2007).

## OTHER PUBLICATIONS

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3. **Lustig, Caitlin** and Hong-An Wu. "Tarot as a Technology of Care: A Conversation with Hong-An (Ann) Wu". *Interactions* 29.4 (2022): 24-29.

2. Hoy, Josephine, **Caitlin Lustig**, and Daniela Rosner. "Book review of *Failure* by Arjun Appadurai and Neta Alexander". *New Media & Society* 24.2 (2022): 1023-1026.
1. Murnane, Elizabeth, **Caitie Lustig**, Tara Walker, Beck Tench, Stephen Volda, and Jaime Snyder. "Personal Informatics in Interpersonal Contexts: Towards the Design of Technology that Supports the Social Ecologies of Long-Term Mental Health Management". [Medium.com](https://medium.com). 2019.

## INVITED PRESENTATIONS

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**Poster** at the NSF's Future of Work at the Human-Technology Frontier (FW-HTF) PI meeting: "The Future of Equitable Child Care Technologies" (2023)

**Invited presenter** for the Microsoft Future of Work Summit: "Benefits of and concerns about the gig economy for FTEs" (2019)

**Invited presenter** at the Consortium for the Science of Sociotechnical Systems (CSST): "Theorizing Algorithms as Boundary Objects"; panel member "Algorithms and Their Consequences" (2018)

**Invited presenter** at Data & Society: Governance through Protocol: Scaling Bitcoin (2017)

**Presenter and organizer** for the "Writing and Publishing an Article in an Interdisciplinary Field", "Productivity Software: Methods and Applications for Time Management", "Popular Citation and Writing Software", and "Writing Your Way to a Focused Research Question" workshops at UCI's Graduate Resource Center (2015-2016)

## WORKSHOPS, PANELS, & CONSORTIUMS

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## ORGANIZING

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**Organizer:** CHI 2021 Special Interest Group for Queer in HCI: Strengthening the Community of LGBTQIA+ Researchers and Research

**Organizer:** CHI 2020 Special Interest Group for Queer in HCI: Supporting LGBTQIA+ Researchers and Research Across Domains

**Organizer:** CHI 2018 workshop: HCI for Blockchain: Studying, Designing, Critiquing and Envisioning Distributed Ledger Technologies

**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

## PARTICIPATING

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Doctoral Colloquium, Summit on Responsible Computing, AI, and Society 2024

Making Trouble: Techniques for Queering AI and Data Systems Workshop, DIS 2024

Human Computer Interaction Consortium (HCIC) 2024

Future of Care Workshop, CSCW 2021

Consortium for the Science of Sociotechnical Systems (CSST), Summer Research Institute 2016, 2018

Hackademia Summer School, Leuphana University Lüneburg, 2016

## TEACHING

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### TEACHING EXPERIENCE

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#### At the University of Washington

**Developed and led** the A Critical Examination of Psychometrics in (Algorithmic) Hiring directed research group Sp 2023

**TA** for Usability Studies (MS) Wi 2023

**Instructor** for Qualitative Research Methods (MS) Wi, Sp, Au 2022

**Developed and led** the Speculating Beyond Data Capitalism directed research group Sp 2021

**TA** for Concepts in Human-Computer Interaction (BS) Sp 2020

#### At the University of California, Irvine

**Writing Consultant** for UCI's Graduate Resource Center 2015-2017

**TA** for "Operating Systems", "How Computers Work", "Human-Computer Interaction", "Games & Society", 2009-2015

"Technical Communication", "The Future of Money" (BS)

## P E D A G O G I C A L   T R A I N I N G

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5-week course on Teaching Online through the University of Washington's Center for Teaching and Learning

10-week course on Advanced Pedagogy: Experiential Learning

Designing an Accessible Syllabus training through the University of Washington's Center for Teaching and Learning

## G U E S T   L E C T U R E S

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"Porous by Design: How Childcare Platforms Impact Worker Personhood, Safety, and Connection" HCDE 315 Inclusive Design (2025)

"When algorithms turn bittersweet: Improving experiences of bittersweet algorithmically curated sensitive content" for HCDE 418: User Experience Design (2021)

"Designing for Freshmen's Well-being" for HCDE 210: Explorations in Human Centered Design (2020)

"Algorithms in the Social Sphere" for HCDE 419: Concepts in Human-Computer Interaction (2020)

## I N T E R N S H I P S   &   R E S E A R C H   P O S I T I O N S

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### **Student researcher at Google, Gboard team**

2025-ongoing

Conducted qualitative and mixed methods studies on people's experiences of writing tools to identify key areas of improvement for the UX design, leading to added features and redesigns, as well as findings for the broader HCI community.

### **Intern at IBM Research, Responsible & Inclusive Technology**

2023

Conducted multi-modal impact assessments of autonomous agents (e.g., in the workforce) technologies; designed and moderated futuring workshops.

**Intern at IBM Research, Responsible & Inclusive Technology** 2022

Conducted an interview study on researchers' perceptions of responsible language technologies, their values, and their mitigation techniques.

**Graduate Research Assistant for AI Now Institute, Algorithmic Care** 2020-2021

Used situational analysis and "close readings" to analyze behavioral health datasets through a feminist and critical disabilities studies lens.

**Researcher at the University of Colorado Boulder** 2019

Interviewed Facebook Memories users to understand their experiences with emotionally sensitive content, such as seeing a picture of a now deceased loved one.

**Joint intern with Microsoft Research and Microsoft Corporation** 2019

Interviewed clients of the freelance economy to understand the benefits, concerns, and ethical tensions that they experienced.

## **A W A R D S**

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DIS 2024 best paper award

CHI 2022 best paper award

CSCW 2020 best paper award

CSCW 2020 award for Contributions to Diversity & Inclusion

## **G R A N T S**

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Harry Bridges Center for Labor Studies graduate labor research grant 2023

HCDE PhD Research Grant in 2022 and 2023

## **S E R V I C E**

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**Associate chair** for DIS 2023 and DIS 2024 pictorials

**Program committee member** for FAccT 2023



**Co-organizer** for the Trans/Queer in HCI Mentoring Program, 2021-2024

**Co-chair** for Queer in HCI, 2020-2022

**Associate chair** for CHI 2019 Workshops

**Associate chair** for CHI 2017 Late Breaking Work

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

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Ethnographic  
methods

Discourse analysis

Interviews

Literature reviews

Participant  
observation

Situational analysis

Survey design

Usability studies

Workshop  
moderation