

# CAITLIN (CAITIE) LUSTIG

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## SUMMARY

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I am a researcher with a background in human-computer interaction, information science, computer science, user centered design, 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

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**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

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1. Varoon Mathur, **Caitlin Lustig**, and Elizabeth Kazianus. "Disordering Datasets: Sociotechnical Misalignments in AI-Mediated Behavioral Health". Conference on Computer Supported Cooperative Work and Social Computing. ACM, 2022. [forthcoming]
2. **Caitlin Lustig**, Artie Konrad, and Jed Brubaker. "Designing for the Bittersweet: Improving Sensitive Experiences with Recommender Systems". CHI Conference on Human Factors in Computing Systems. 2022. **(Best paper award: top 3.9% of accepted submissions, top <1% of total submissions.)**
3. **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.
4. 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.)**
5. **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.
6. **Caitlin Lustig**. "Intersecting Imaginaries: Visions of Decentralized Autonomous Systems." Conference on Computer Supported Cooperative Work and Social Computing Companion. ACM, 2019.
7. Jaime Snyder, Elizabeth Murnane, **Caitlin Lustig**, Stephen Volda. "Visually Encoding the Lived Experience of Bipolar Disorder." CHI Conference on Human Factors in Computing Systems. ACM, 2019.
8. Yong Ming Kow and **Caitlin Lustig**. "Imaginaries and Crystallization Processes in Bitcoin Infrastructuring." Journal of Computer Supported Cooperative Work (JCSCW). 2018.
9. **Caitlin Lustig** and Bonnie Nardi. "Algorithmic Authority: The Case of Bitcoin". Proceedings of HICSS-48. Kauai, HI: IEEE Computer Society. January 5-8, 2015.

## SELECTED PRESENTATIONS

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- *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).

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 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
 

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- *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

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**Mitigating Technological Harms**

Intern at IBM Research's Responsible &amp; Inclusive Technology group

Yorktown Heights, New York  
(Upcoming) June 2022 to September 2022

I worked on a project to examine the mitigation practices of language technology developers and researchers, as well as their motivations, what they believe the impact of their work to be, and their incentives. I interviewed 25 people at IBM, as well as performed participant observation.

**Human-Centered Design & Engineering masters qualitative research methods course**

Instructor of record

Seattle, Washington  
January 2022 to present

I developed a syllabus with my co-instructor; taught lectures on research ethics, interviewing, ethnographic research, and qualitative coding; graded assignments.

**Research on Facebook Memories Users**

Research staff for the University of Colorado, Boulder, working with Jed Brubaker &amp; Artie Konrad

Boulder, Colorado  
July 2019 to Dec 2021

I conducted interviews with 20 users that had seen sensitive curated content through Facebook's Memories features. I wrote a first authored CHI 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**

University of Washington working with Prof. Charlotte Lee

Seattle, Washington  
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**

Graduate Research Assistant for NYU's AI Now Institute working with Dr. Elizabeth Kazianus

New York City, New York  
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.

**Experiences of Clients of the Freelance Economy**

Microsoft research intern working with Drs. Siddharth Suri and Sean Rintel, and Liane Scult

Redmond, Washington  
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.

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