Corey Jackson, Ph.D.

▬ Research

My research centers on identifying the socio-technical arrangements that enhance learning and motivation among contributors to human computer systems - specifically, I implement and evaluate design epistemologies that improve user experience in virtual citizen science projects.

▬ Education

2019	**Ph.D. in Information Science & Technology**, School of Information Studies, Syracuse University. Dissertation Title: Characterizing Novelty as a Motivator in Online Citizen Science Committee: Kevin Crowston (Chair), Dan Cosley, Catsten Østerlund, Jeffery Saltz, Steve Sawyer, Bryan Semaan
2012	**Master of Science in Library & Information Science**, University of Illinois Urbana-Champaign, Urbana, Illinois.
2010	**Bachelor of Arts in Political Science**, University of Illinois Urbana-Champaign, Urbana, Illinois.

▬ Employment

2021-Current	**Assistant Professor**, Information School, University of Wisconsin-Madison. Affiliations: Robert F. and Jean E. Holtz Center for Science and Technology Studies American Family Insurance Data Science Institute UniverCity Alliance
2020-2021	**Anna Julia Cooper Postdoctoral Fellow**, The Information School, University of Wisconsin-Madison.
2019-2020	**Postdoctoral Scholar**, School of Information, University of California, Berkeley.
2018-2020	**Lecturer**, School of Information Studies, Syracuse University.
2018-2019	**Lecturer**, School of Information, University of California, Berkeley.
Summer 2016	**Research Intern**, IBM, Almaden Research Center. Research Advisors: Laura Anderson and Cheryl Kieliszewski
Summer 2012	**Systems Analyst Intern**, Allstate Insurance.

▬ Awards

2020	ACM CSCW, Honorable Mention for Best Paper (Top 5% of all submissions), "Shifting forms of Presence: Volunteer Learning in Online Citizen Science".

Human Side of Service Engineering Honorable Mention for Best Paper for Best Paper Award, "Methodological Reinforcements: Investigating Work through Trace Data and Text".

2019   ASIS&T SIG SI Social Informatics Honorable Mention for Best Paper, "Folksonomies to Support Coordination and Coordination of Folksonomies". Computer Supported Cooperative Work (CSCW), 2019.

2012   GSLIS Berger Entrepreneurial Promise Award.

Research Grants and Gifts

Federal Grants

NSF Award #2106882 - Collaborative Research: HCC: Medium: Intelligent support for non-experts to navigate large information spaces
Investigators: Corey Jackson; Period: 2021-2023; Amount: $679,000 (UW-Award: $29,955)

NSF CRII Award #1464347 - SaTC: Privacy-Enhancing User Interfaces Based on Individualized Mental Models
Investigators: Yang Wang (PI); Period: 2015-2017; Amount: $175,586 (Co-authored grant)

Private Grants

The Rockefeller Foundation: The COVID-19 Fairness in Resource Allocation (FIRA) Engine.
Investigators: Corey Jackson (PI); Period: Summer 2021; Amount: $50,000

Fellowships

Research Data Alliance/United States Fellowship, 2015
i3 PhD Teaching Fellowship, 2015
Science, Technology, Engineering, and Mathematics (STEM) Fellowship, 2013-2015
Elizabeth Liddy Fellowship, 2013–2015
Graduate Assistance in Areas of National Need (GAANN) Fellowship, 2012–2013
Midwest Access Program Fellowship, 2010–2012
Freeman Study Abroad Fellowship, 2006

Travel Grants

Ubi-Comp, 2018
Conference on Online Social Networks (COSN), 2014

Publications

Refereed Journal Publications (total: 10)

2021   Soni, S., Berry, C. P. L., Coughlin, S. B., Harandi, M., Jackson, C. B., Crowston, K., ... & Zhang, C. Discovering features in gravitational-wave data through detector characterization, citizen science and machine learning. ***Classical and Quantum Gravity***.

2020   Jackson, C.B., Crowston, K., Harandi, M., Østerlund, and Trouille, L. Shifting forms of Presence: Volunteer Learning in Online Citizen Science. ***Proc. ACM Hum.-Comput. Interact.***, 4, CSCW1, article 036. doi:https://doi.org/10.1145/3392841.

Jackson, C.B., Østerlund, C., Crowston, K., Harandi, M., Allen, S., Bahaadini, S., Coughlin, S., Katsaggelos, A., Larson, S., Rohani, N., Smith, J., Trouille, L., Zevin, M. Teaching Citizen Scientists to Categorize Glitches using Machine Learning Guided Training. *Computers in Human Behaviour*, 105, 106198. doi: 10.1016/j.chb.2019.106198.

Østerlund, C., Crowston, K., Jackson, C.B. Building an apparatus: Refractive, reflective and diffractive readings of trace data. *Journal of the Association for Information Systems (JAIS)*, 21(1), article 10. doi: 10.17705/1jais.00590.

Crowston, K., Østerlund, C., Lee, T., Jackson, C.B., Harandi, M., Allen,S., Bahaadini, S., Coughlin, S., Katsaggelos, A., Larson, S., Rohani, N., Smith, J., Trouille, L., Zevin, M. Knowledge Tracing to Model Learning in Online Citizen Science Projects. *IEEE Transactions on Learning Technologies (TLT)*, 13(1), 123 –134. doi: 10.1109/TLT.2019.2936480.

2019   Coughlin, S. Bahaadini, S., Rohani, N., Zevin, M., Patane, O., Harandi, M., Jackson, C.B., Noroozi V., Allen, S., Areeda, J., Coughlin, M., Ruiz, P., Berry, C P L., Crowston, K., Østerlund, C., Smith, J.R., Trouille, L., Kalogera, V. Classifying the unknown: Discovering novel gravitational-wave detector glitches using similarity learning. *Physical Review D*, 99(8), 082002. doi: 10.1103/PhysRevD.99.082002.

2018   Jackson, C.B., Crowston, K., Østerlund, C. Did they login?: Patterns of Anonymous Contributions in Online Communities. *Proc. ACM Hum.-Comput. Interact. 2*, CSCW, Article 77 (November 2018), 16 pages. DOI:https://doi.org/10.1145/3274346.

Jackson, C.B., Crowston, K., Østerlund, C., Harandi, M. Folksonomies to Support Coordination and Coordination of Folksonomies. *Computer Supported Cooperative Work (CSCW)*, 27(3–6), 647–678. doi: 10.1007/s10606-018-9327-z.

Jackson, C.B., Wang, Y. Addressing Privacy Discrepancy through Personalized Notifications. *Proc. ACM Interact. Mob. Wearable Ubiquitous Technol. 2*, 2, Article 68 (July 2018), 25 pages. DOI:https://doi.org/10.1145/3214271.

2015   Jackson, C.B., Huang, Y., Kasowitz-Scheer, A.S. Face-to-Face Matters: Inspirations from the Human Library. *International Journal of Mobile Human Computer Interaction*, 7(3), pp. 42-54.

Referred Conference Proceedings (total: 9)

2023   Crowston, K.,Jackson, C.B., Corieri, I.,Østerlund, C. Design principles for background knowledge to enhance learning in citizen science. In iConference. *(iConference)*, Barcelona, Spain.

2020   Harandi, M., Crowston, K.,Jackson, C.B., Østerlund, C. The Genie in the Bottle: Different Stakeholders, Different Interpretations. *In Proceedings of the Hawai'i International Conference on System Sciences (HICSS-53)*, Wailea, HI, 8–11 January.

2019   Jackson, C.B., Østerlund, C., Harandi, M., Kharwar, D., Crowston, K. Linguistic Changes in Online Citizen Science: A Structurational Perspective. *In Proceedings of the International Conference on Information Systems (ICIS 2019)*, Munich, Germany, 15–18 December.

2016 Jackson, C.B., Crowston, K., Mugar, G., Østerlund, C. "Guess what! You're the first to see this even" Increasing Contribution to Online Production Communities. *In Proceedings of the ACM Conference on Supporting Groupwork **(GROUP 2016)**,* Sanibel Island, FL, 12–16 October. doi: 10.1145/2957276.2957284.

Jackson, C.B., Østerlund, C., Maidel, V., Crowston, K., and Mugar, G. Which Way Did They Go? Newcomer Movement through the Zooniverse. *In Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing **(CSCW 2016)**,* San Francisco, CA, 27 February–2 March. doi: 10.1145/2818048.2835197.

2015 Mugar, G., Østerlund, C., Jackson, C.B., and Crowston, K. Being present in online communities: learning in citizen science. *In Proceedings of the International Conference on Communities and Technologies **(C&T 2015)**,* Limerick, Ireland.

2014 Jackson, C.B., Østerlund, C., Crowston, K., Mugar, G., Hassman, K.D. Motivations for Sustained Participation in Citizen Science: Case Studies on the Role of Talk. *In Proceedings of the Hawai'i International Conference on System Sciences **(HICSS-48)**,* Koloa, HI, 5–8 January. doi: 10.1109/HICSS.2015.196.

Mugar, G., Østerlund, C., Hassman, K.D., Crowston, K., and Jackson, C.B. Planet hunters and seafloor explorers: legitimate peripheral participation through practice proxies in online citizen science. *In Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing **(CSCW 2014)**,* Baltimore, MD, 15–19 February. doi: 10.1145/2531602.2531721.

2013 Hassman, K.D., Mugar, G., Østerlund, C., Jackson, C.B. Learning at the Seafloor, Looking at the Sky: The Relationship Between Individual Tasks and Collaborative Engagement in Two Citizen Science Projects. *In Proceedings of the International Conference on Computer Supported Collaborative Learning **(CSCL 2013)*** Madison, WI.

Referred Short Papers (total: 4)

2021 Ekstron, B., Jackson, C.B., and Østerlund. Tracing Hyperlinks: How to support different forms of presence and knowledge production in an online citizen science community? *Meeting of the Society for the Social Studies of Science.* **4S**.

2020 Jackson, C.B., Anderson, L., and Kieliszewski, C.A. Methodological Reinforcements: Investigating Work through Trace Data and Text. *In: Spohrer J., Leitner C. (eds) Advances in the Human Side of Service Engineering.* **AHFE 2020**. Advances in Intelligent Systems and Computing, vol 1208. Springer, Cham).

2018 Jackson, C.B., Crowston, K., and Østerlund, C. Working in the Shadows: A Cross-Case Analysis of Anonymous Contributions in Online Citizen Science Communities. Presentation at ***InfoSocial***, Northwestern University, Evanston, IL.

2016 Østerlund, C., Crowston, K., Jackson, C.B. The hermeneutics of trace data: Building an apparatus. Presentation at the *IFIP Working Group 8.2 Working Conference **(IFIP 8.2)**,* Dublin, Ireland, 9- 10 December.

Referred Conference Posters (total: 6)

2023 Corieri, I., Crowston, K.,Jackson, C.B., Østerlund, C. Advanced work on user-generated content systems: Theory-driven method development. *(iConference)*, Barcelona, Spain.

2022 Clogs in the Pipeline: The Challenges that Facilitators Face in Executing Digital Citizen Science Projects. (with L. Trouille, Cliff J., and Michelle N.). Poster at the *CitSciVirtual 2021*.

2018 Talking the Talk in Citizen Science. (with M. Harandi, Carsten Ø, and K. Crowston). Poster at the *ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2018)*, Jersey City, NJ. DOI:https://doi.org/10.1145/3272973.3274084.

2016 Encouraging work in citizen science: Experiments in goal setting and anchoring (with K. Crowston, G. Mugar and C. Østerlund). Poster at the *ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2016)*, San Francisco, CA, 27 February–2 March. DOI: 10.1145/2818052.2869129.

2015 Beyond data management: Exploring new roles for librarians in citizen science projects (with K. Hassman, C. Østerlund, G. Mugar & K. Crowston). Poster at the ***Citizen Science Conference***, San Jose, CA, 11–12 February.

2014 Event-based analysis of a citizen science community: Are new non–sustained users included? (with C. Østerlund, C. B. Jackson, G. Mugar & K. D. V. Hassman). Poster at the ***iConference 2014***, Berlin, Germany, 4–7 March.

Networks of Influential Participants: Information Diffusion in Citizen Science. (with C. Østerlund, G. Mugar, K. Crowston, K.D. Hassman). Poster at the *ACM conference on Online social networks (COSN 2014)*, Dublin, Ireland, 1–2, October.

2013 Learning at the Seafloor, Looking at the Sky: The Relationship Between Individual Tasks and Collaborative Engagement in Two Citizen Science Projects (with K.D. Hassman, G Mugar, C. Østerlund).Poster at the *International Conference on Computer Supported Collaborative Learning (CSCL 2013)*, Madison, WI.

Workshop Presentations (total: 2)

2016 Østerlund, C., Mugar, G., Jackson, C.B., Crowston, K. Typologies of Learning in Open Online Collaborative Communities. In Thomas Ludwig, Karin Hansson, Michael Muller, Tanja Aitamurto, Neha Gupta (Eds.), *International Reports on Socio-Informatics (IRSI), Proceedings of the CSCW 2016 – Workshop: Toward a Typology of Participation in Crowdwork*, 13(1), 15–22.

2015 Mugar, G., Østerlund, C., Jackson, C.B., Crowston,K. Learning and Motivation in the Zooniverse. Presented at workshop on Advancing an industry/academic partnership model for open collaboration research. *In Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW 2015)*. Vancouver, BC, Canada.

Presentations at Scientific Meetings (total: 2)

2014 Socializing the Crowd: Learning to Talk in Citizen Science (with Østerlund, C., Mugar, G., Hassman, K.D., Crowston, K.). Presentation at the OCIS Division, ***Academy of Management Conference***, Philadelphia, PA, 1–5 August.

2016 The hermeneutics of trace data: Building an apparatus (with C. Østerlund and K. Crowston). Presentation at the *IFIP Working Group 8.2 Working Conference (**IFIP 8.2**)*, Dublin, Ireland, 9–10 December.

Thesis

2019 Characterizing Novelty as a Motivator in Online Citizen Science. Dissertations - ALL. 1046. Available: https://surface.syr.edu/etd/1046.

Invited Talks and Other Presentations

2021 Constructing the Digital Commons: Engaging Publics in Research through Citizen Science. Presented at the Letters and Sciences All Board Panel, Madison, Wisconsin.

2020 Designing for an Inclusive COVID Response. Presented to the American Family Insurance Data Science Institute. Madison, Wisconsin.

A Shifting Paradigm: Engaging Publics in Research through Citizen Science. Presented at the Information School, Madison, Wisconsin.

Piecing Together Practices through Trace Data. Presented at the Information School, Madison, Wisconsin.

2019 Citizen Science: Understanding Online User Behaviors and Technologies. Presented at the Information School, Madison, Wisconsin.

2015 Voices from the Field. Presented at the GEM GRAD Lab (Getting Ready for Advanced Degree Laboratory), Syracuse, New York.

Ethnography in Citizen Science. The 2nd Annual Graduate Research Symposium, Syracuse University, March 20-21, 2015, Syracuse, NY.

2013 Data and Ethics in Citizen Science. 7th Research Data Alliance Plenary, Paris, France.

Teaching

2022 **LIS 351**, Introduction to Digital Information.
University of Wisconsin, School of Information

LIS 470, Interaction Design.
University of Wisconsin, School of Information

2021 **LIS 351**, Introduction to Digital Information.
University of Wisconsin, School of Information

LIS 611, User Experience Design I.
University of Wisconsin, School of Information

2020 **W201**, Research Design and Applications for Data and Analysis, 2 sections.
University of California Berkeley, School of Information

IST 687, Applied Data Science.
Syracuse University, School of Information Studies

2019 **W201**, Research Design and Applications for Data and Analysis, 7 sections.
University of California Berkeley, School of Information

IST 687, Applied Data Science.
Syracuse University, School of Information Studies

2018 **W201**, Research Design and Applications for Data and Analysis, Instructor, 4 sections.
University of California Berkeley, School of Information

IST 687, Applied Data Science.
Syracuse University, School of Information Studies

2015 **NA**, *Programming in Python*.
Teaching Fellow, iSchool Inclusion Institute (i3), University of Pittsburgh

IST 444, Information Reporting and Presentation.
Teaching Assistant, Syracuse University, School of Information Studies

2014 **IST 755**, Strategic Information Management.
Teaching Assistant, Syracuse University, School of Information Studies

2013 **IST 755**, Strategic Information Management.
Teaching Assistant, Syracuse University, School of Information Studies

2012 **IST 687**, Applied Data Science.
Teaching Assistant, Syracuse University, School of Information Studies

Student Mentoring

Undergraduate Students
Philip Lee, Syracuse University
Noah David Leiboff, Syracuse University
Eddie Huang, University of Illinois, Urbana-Champaign
Tajanae Harris, Syracuse University
Michelle Nightoak, University of Wisconsin, Madison
Xin Bu, University of Wisconsin, Madison
Shihao Yang, University of Wisconsin, Madison

Graduate Students
Netra Prakash Kayastha, Syracuse University
Amruta Bhat Syracuse University
Dhruv Kharwar, Syracuse University, research practicum on linguistic changes, (work led to ICIS publication)
Saurabh Patel, Syracuse University
Akshay Bagde, Syracuse University
Jay Park, Syracuse University
Wenzhe Yang, Syracuse University

Academic and Professional Service

Conference Committees
CSCW'22, Virtual Co-Chair
HCOMP 21, Program Committee
CSCW'21, Data Wrangler
CSCW'20, Video Presentation Co-Chair

Journal Reviewing
The Journal of Information Technology
The Journal of Collaborative Computing and Work Practices (CSCW)
International Journal of Human - Computer Studies

Conference Reviewing
The International Conference on Information Systems (ICIS)
ACM/SigCHI Conference in Human Factors in Computing (CHI)
ACM/SigCHI Conference on Computer Supported Collaborative Work (CSCW)
Symposium on Usable Privacy and Security (SOUPS)
Hawai'i International Conference on System Sciences (HICSS)
iConference

Service at University of Wisconsin, Madison
Doctoral Committee, The Information School, 2021-Current
Doctoral Committee, Ad-hoc member, The Information School 2020-2021
University Health Services
MS Student advisor
American Family Insurance Data Science Institute Strategic Thinking Group

Service as a graduate student
Doctoral Committee, School of Information Studies, Syracuse University, 2013-2013, 2016-2017
Faculty Search Committee, School of Information Studies, Syracuse University, 2015-2016
Faculty Committee Rep., School of Information Studies, Syracuse University, 2014-2015
Senator, Graduate Student Organization, Syracuse University, 2013-2014
University Senator, Syracuse University, 2013-2014
University Senate Research Committee, Syracuse University, 2013-2014
Dean of Students Search Committee Member, University of Illinois Urbana-Champaign, 2007-2008
Senate Sub-Committee on Student Discipline, University of Illinois Urbana-Champaign, 2006-2009

Press

2021 **Wisconsin Public Radio**, *"UW Researchers Using Computer Modeling, Social Science To Improve Vaccine Delivery"*.

2021 **University of Wisconsin News**, *"Research aims to give everyone a fair shot at accessing COVID-19 vaccines"*.

University of Wisconsin News, *"Off to a busy start, data institute responds to COVID and seeks director"*.

2016 **Daily Orange**, *"Syracuse University researchers continue to further gravitational wave research"*.

2015 **Symmetry Magazine**, *"Citizen scientists join search for gravitational waves"*.
ischool.syr.edu, *"Ph.D. Student Jackson Receives Two Prestigious Fellowships"*.

2014 **Syracuse.com**, *"Student startups win thousands at Emerging Talk event"*.

2009 **ischool.illinois.edu**, *"Grant Awarded to Illinois Students Helps Bring Laptops to São Tomé, Africa"*.