

Clare Snyder

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Stephen M. Ross School of Business

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Research Interests

Behavioral operations management • Human-algorithm interaction • Frontline workers and technology

Education

UNIVERSITY OF MICHIGAN, ANN ARBOR, MI 2019 – present

Ross School of Business

PhD Technology and Operations

Advised by Samantha Keppler and Stephen Leider

CORNELL UNIVERSITY, ITHACA, NY 2015 – 2019

College of Engineering

BS Information Science, Systems, and Technology

Magna Cum Laude

Advised by Siddhartha Banerjee

Research

1. Snyder C, Keppler S, Leider S. 2024. Algorithm Reliance, Fast and Slow. *Management Science* (forthcoming). [SSRN]

· *Job market paper.*

· Selected for MSOM Service Management SIG 2023.

· 2024 INFORMS Service Science Best Student Paper Finalist.

2. Keppler S, Sinchaisri WP, Snyder C. 2024. Making ChatGPT Work for Me. Major Revision at CSCW. [SSRN]

In Progress

3. Snyder C, Keppler S, Leider S. 2024. Worker Reactions to (Fair) Algorithms.

4. Keppler S, Sinchaisri WP, Snyder C. 2024. Backwards Planning with Generative AI. [SSRN]

Other Research

5. Snyder C, Pogue BW, Jermyn M, et al. 2018. Algorithm development for intrafraction radiotherapy beam edge verification from Cherenkov imaging. *J Med Imaging (Bellingham)*, 5(1). [Link]

Awards	SERVICE SCIENCE BEST STUDENT PAPER (FINALIST) INFORMS competition, for “Algorithm Reliance, Fast and Slow.”	2024
	THOMAS W. LEABO FELLOWSHIP For academic and teaching excellence at Ross.	2024
	JAMES S. AND BONNIE B. REECE SCHOLARSHIP For academic excellence in operations/marketing at Ross.	2024
	EMERITUS AWARD (NOMINEE) T&O department nominee for best second-year PhD paper.	2021
	TAU BETA PI HONOR SOCIETY	2018
	NATIONAL MERIT SCHOLARSHIP	2015
Invited Talks	· Dartmouth Tuck School of Business, 2024, Hanover, NH (<i>scheduled</i>)	
Conference Talks	1. ALGORITHM RELIANCE, FAST AND SLOW. · MSOM – Service SIG, 2023, Montreal, Canada · Behavioral Operations Conference, 2023, Baltimore, MD · POMS Annual Conference, 2023, Orlando, FL · Conference on AI, ML, and Business Analytics, 2022, Boston, MA · INFORMS Annual Meeting, 2022, Indianapolis, IN · MSOM Annual Conference, 2022, Munich, Germany · Behavioral Operations Conference, 2022, Fayetteville, AR · POMS Annual Conference, 2022, virtual · INFORMS Annual Meeting, 2021, Anaheim, CA	
	2. MAKING CHATGPT WORK FOR ME. · POMS Annual Conference, 2024, Minneapolis, MN	
	3. WORKER REACTIONS TO (FAIR) ALGORITHMS. · INFORMS Annual Meeting, 2024, Seattle, WA (<i>scheduled</i>) · Behavioral Operations Conference, 2024, Boulder, CO · POMS Annual Conference, 2024, Minneapolis, MN · INFORMS Annual Meeting, 2023, Phoenix, AZ · POMS Annual Conference, 2023, Orlando, FL	
	4. BACKWARDS PLANNING WITH GENERATIVE AI. · POMS Annual Conference, 2024, Minneapolis, MN	

Media Mentions	Post-apocalyptic education. <i>One Useful Thing Newsletter</i> , 2024. [Link]	
Teaching	INSTRUCTOR - UNIVERSITY OF MICHIGAN	
	· TO 313: Operations Management	Fall 2022
	<i>Core BBA course. 76 students. Evaluation: 4.8/5.</i>	
	TEACHING ASSISTANT - UNIVERSITY OF MICHIGAN	
	· TO 534 - <i>Online MBA Instructional Support Specialist</i>	2024
	· TO/BE 435	2023 – 2024
	· TO/BE 635	2022 – 2024
	· EMBA 610	2023
	· TO 502	2021
	· WMBA 623	2020 – 2021
	· EMBA 603	2020 – 2021
	TEACHING ASSISTANT - CORNELL UNIVERSITY	
	· ORIE 3800 - <i>Discussion Leader</i>	2019
	· CS 2800 - <i>Head TA</i>	2017 – 2019
	· PHYS 1112	2016 – 2017
Service	REVIEWER	
	<i>Management Science</i>	
	SESSION CHAIR	
	INFORMS 2023, POMS 2024, INFORMS 2024	
	ROSS PHD FORUM	
	Interim President	2023
	Social Chair	2021 – 2023