Clare Snyder

Technology and Operations Area
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.*	

Publications

1. Snyder C, Keppler S, Leider S. 2024. Algorithm Reliance, Fast and Slow. *Management Science* (forthcoming). *[SSRN]*
— Selected for MSOM Service Management SIG 2023.
— 2024 INFORMS Service Science Best Student Paper Finalist.
— *Job market paper.*

Working Papers

2. Keppler S, Sinchaisri WP, Snyder C. 2024. Making ChatGPT Work for Me. Major Revision at *CSCW*. *[SSRN]*
— *CSCW is a top-ranked, peer-reviewed conference (∼25% acceptance rate).*

3. Keppler S, Sinchaisri WP, Snyder C. 2024. Backwards Planning with Generative AI. *[SSRN]*
— *In preparation for submission to Management Science.*

Work In Progress

4. Snyder C, Keppler S, Leider S. 2024. Worker Reactions to (Fair) Algorithms.
— *In preparation for submission to Management Science.*

5. Sinchaisri WP, Snyder C. Learning to Use Generative AI.
— *In experiment design stage.*

Other Research	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]*
Media Mentions	Post-apocalyptic education. *Ethan Mollick — One Useful Thing Newsletter*, 2024. *[Link]*
	Do Algorithms Improve Efficiency? New Study Investigates Reality of Algorithm Reliance. *Ross Faculty News & Research*, 2024. *[Link]*

Awards

SERVICE SCIENCE BEST STUDENT PAPER (FINALIST)   2024
INFORMS Service Science Section
— *For "Algorithm Reliance, Fast and Slow." Selected from 78 submissions.*

THOMAS W. LEABO SCHOLARSHIP   2024
University of Michigan, Stephen M. Ross School of Business
— *For academic and teaching excellence: top 1–2 student instructors.*

JAMES S. AND BONNIE B. REECE SCHOLARSHIP   2024
University of Michigan, Stephen M. Ross School of Business
— *For academic excellence in operations/marketing.*

EMERITUS AWARD (NOMINEE)   2021
Technology and Operations Department
— *Department nominee for best second-year PhD paper.*

TAU BETA PI HONOR SOCIETY   2018
— *Indicating top 1/8 of junior class.*

NATIONAL MERIT SCHOLARSHIP   2015

Invited Talks

2024
· Dartmouth Tuck School of Business, Hanover, NH (*scheduled*)

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 (*scheduled*)
· 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

Teaching

INSTRUCTOR - UNIVERSITY OF MICHIGAN

· TO 313: Operations Management	Fall 2022

— *Core undergraduate course. 76 students. Evaluation: 4.8/5.*

TEACHING ASSISTANT - UNIVERSITY OF MICHIGAN

· TO 534: Introduction to Operations	2024

— *Instructional Support Specialist. Core online MBA course.*

· TO/BE 435: Behavioral Econ. and Behavioral Operations	2023 – 2024

— *Undergraduate elective.*

· TO/BE 635: Behavioral Econ. and Behavioral Operations	2022 – 2024

— *MBA elective.*

· EMBA 610: Data Analytics	2023

— *Executive MBA elective.*

· TO 502: Applied Business Statistics	2021

— *Core MBA course.*

· WMBA 623: Applied Business Analytics	2020 – 2021

— *Weekend MBA elective.*

· EMBA 603: Business Analytics and Statistics	2020 – 2021

— *Core Executive MBA course.*

TEACHING ASSISTANT - CORNELL UNIVERSITY

· ORIE 3800: Information Systems and Analysis	2019

— *Discussion leader.*

· CS 2800: Discrete Structures	2017 – 2019

— *Head TA.*

· PHYS 1112: Physics I: Mechanics and Heat	2016 – 2017

Tutor - Cornell Engineering Learning Initiatives
· ENGRD 2700: Basic Engineering Probability and Statistics   2017 – 2019

Service	**Reviewer**
	Management Science
	Session Chair
	INFORMS 2023, POMS 2024, INFORMS 2024

Graduate Student Instructor Panel   2023 – 2024
— *Invitation based on past teaching success.*

New PhD Student Welcome Panel   2022 – 2023

Ross PhD Forum
· Interim President   2023
· Social Chair   2021 – 2023

Skills

Programming
z-Tree, R, Stata, JavaScript, Python, HTML, CSS, PHP, MATLAB, SQL, Java, AMPL.

Research Methods and Other Tools
Experiment design, survey design, interviewing and observations, Qualtrics, Prolific recruiting, z-Tree *unleashed.*

Personal

Hobbies
NYT crossword, indoor cycling, reading, Nordic skiing, hiking.