

Clare Snyder

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Technology and Operations Area
Stephen M. Ross School of Business
University of Michigan
Ann Arbor, MI 48109
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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. <i>J Med Imaging (Bellingham)</i> , 5(1). [Link]																														
Media Mentions	<p>Post-apocalyptic education. <i>Ethan Mollick — One Useful Thing Newsletter</i>, 2024. [Link]</p> <p>Do Algorithms Improve Efficiency? New Study Investigates Reality of Algorithm Reliance. <i>Ross Faculty News & Research</i>, 2024. [Link]</p> <p>Teachers feel most productive when they use AI for teaching strategies. <i>The Conversation</i>, 2024 [Link]</p>																														
Awards	<table> <tr> <td>SERVICE SCIENCE BEST STUDENT PAPER (FINALIST)</td><td>2024</td></tr> <tr> <td colspan="2">INFORMS Service Science Section</td></tr> <tr> <td colspan="2">— For “Algorithm Reliance, Fast and Slow.” Selected from 78 submissions.</td></tr> <tr> <td>THOMAS W. LEABO SCHOLARSHIP</td><td>2024</td></tr> <tr> <td colspan="2">University of Michigan, Stephen M. Ross School of Business</td></tr> <tr> <td colspan="2">— For academic and teaching excellence: top 1–2 student instructors.</td></tr> <tr> <td>JAMES S. AND BONNIE B. REECE SCHOLARSHIP</td><td>2024</td></tr> <tr> <td colspan="2">University of Michigan, Stephen M. Ross School of Business</td></tr> <tr> <td colspan="2">— For academic excellence in operations/marketing.</td></tr> <tr> <td>EMERITUS AWARD (NOMINEE)</td><td>2021</td></tr> <tr> <td colspan="2">Technology and Operations Department</td></tr> <tr> <td colspan="2">— Department nominee for best second-year PhD paper.</td></tr> <tr> <td>TAU BETA PI HONOR SOCIETY</td><td>2018</td></tr> <tr> <td colspan="2">— Indicating top 1/8 of junior class.</td></tr> <tr> <td>NATIONAL MERIT SCHOLARSHIP</td><td>2015</td></tr> </table>	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
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Invited Talks	<p>2024</p> <ul style="list-style-type: none"> · Dartmouth Tuck School of Business, Hanover, NH (<i>scheduled</i>) 																														
Conference Talks	<ol style="list-style-type: none"> 1. ALGORITHM RELIANCE, FAST AND SLOW. <ul style="list-style-type: none"> · 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.