

Clare Snyder

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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	
— <i>Advised by Samantha Keppler and Stephen Leider.</i>	
CORNELL UNIVERSITY, ITHACA, NY	2015 – 2019
College of Engineering	
BS Information Science, Systems, and Technology	
— Magna Cum Laude.	
— <i>Advised by Siddhartha Banerjee.</i>	

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	Post-apocalyptic education. <i>Ethan Mollick — One Useful Thing Newsletter</i> , 2024. [Link]
Awards	<div> <div>SERVICE SCIENCE BEST STUDENT PAPER (FINALIST)2024</div> <div>INFORMS Service Science Section</div> <div>— For “Algorithm Reliance, Fast and Slow.” Selected from 78 submissions.</div> </div> <div> <div>THOMAS W. LEABO SCHOLARSHIP2024</div> <div>University of Michigan, Stephen M. Ross School of Business</div> <div>— For academic and teaching excellence: top 1–2 student instructors.</div> </div> <div> <div>JAMES S. AND BONNIE B. REECE SCHOLARSHIP2024</div> <div>University of Michigan, Stephen M. Ross School of Business</div> <div>— For academic excellence in operations/marketing.</div> </div> <div> <div>EMERITUS AWARD (NOMINEE)2021</div> <div>Technology and Operations Department</div> <div>— Department nominee for best second-year PhD paper.</div> </div> <div> <div>TAU BETA PI HONOR SOCIETY2018</div> <div>— Indicating top 1/8 of junior class.</div> </div> <div> <div>NATIONAL MERIT SCHOLARSHIP2015</div> </div>
Invited Talks	2024 <ul style="list-style-type: none"> · Dartmouth Tuck School of Business, Hanover, NH (<i>scheduled</i>)
Conference Talks	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.