

# 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  
— *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.
2. Keppler S, Sinchaisri WP, Snyder C. 2025. Making ChatGPT Work for Me. *PACM HCI* (forthcoming). [SSRN]

## Working Papers

3. Keppler S, Sinchaisri WP, Snyder C. 2025. Backwards Planning with Generative AI. [SSRN]

## Work In Progress

4. Snyder C, Keppler S, Leider S. 2025. Worker Reactions to (Fair) Algorithms.
5. Sinchaisri WP, Snyder C. 2025. Learning to Use Generative AI.

## 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]

<b>Media Mentions</b>	1. ALGORITHM RELIANCE, FAST AND SLOW. · <i>Ross Faculty News &amp; Research</i> , 2024. <a href="#">[Link]</a> · <i>Michigan News</i> , 2024. <a href="#">[Link]</a>	
	3. BACKWARDS PLANNING WITH GENERATIVE AI. · <i>Ethan Mollick — One Useful Thing Newsletter</i> , 2024. <a href="#">[Link]</a> · <i>The Conversation</i> , 2024. <a href="#">[Link]</a> · <i>The 74</i> , 2024. <a href="#">[Link]</a> · <i>Fast Company</i> , 2024. <a href="#">[Link]</a> · KCBS 106.9 FM/740 AM, September 29, 2024.	
<b>Awards</b>	SERVICE SCIENCE BEST STUDENT PAPER (FINALIST) INFORMS Service Science Section — For “Algorithm Reliance, Fast and Slow.” Selected from 78 submissions.	2024
	THOMAS W. LEABO SCHOLARSHIP University of Michigan, Stephen M. Ross School of Business — For academic and teaching excellence: top 1–2 student instructors.	2024
	JAMES S. AND BONNIE B. REECE SCHOLARSHIP University of Michigan, Stephen M. Ross School of Business — For academic excellence in operations/marketing.	2024
	EMERITUS AWARD (NOMINEE) Technology and Operations Department — Department nominee for best second-year PhD paper.	2021
	TAU BETA PI HONOR SOCIETY — Indicating top 1/8 of junior class.	2018
	NATIONAL MERIT SCHOLARSHIP	2015
<b>Invited Talks</b>	2024 · Dartmouth Tuck School of Business, Hanover, NH	
<b>Conference Talks</b>	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. BACKWARDS PLANNING WITH GENERATIVE AI.
  - POMS Annual Conference, 2024, Minneapolis, MN
4. WORKER REACTIONS TO (FAIR) ALGORITHMS.
  - INFORMS Annual Meeting, 2024, Seattle, WA
  - Behavioral Operations Conference, 2024, Boulder, CO
  - POMS Annual Conference, 2024, Minneapolis, MN
  - INFORMS Annual Meeting, 2023, Phoenix, AZ
  - POMS Annual Conference, 2023, Orlando, FL

## 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
- TO/BE 435: Behavioral Econ. and Behavioral Operations 2023 – 2024
- TO/BE 635: Behavioral Econ. and Behavioral Operations 2022 – 2024
- EMBA 610: Data Analytics 2023
- TO 502: Applied Business Statistics 2021
- WMBA 623: Applied Business Analytics 2020 – 2021
- EMBA 603: Business Analytics and Statistics 2020 – 2021

### TEACHING ASSISTANT - CORNELL UNIVERSITY

- ORIE 3800: Information Systems and Analysis 2019
- CS 2800: Discrete Structures 2017 – 2019
- 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, POMS 2025