Clare Snyder

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Technology and Operations Area
Stephen M. Ross School of Business
University of Michigan
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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]*

Teachers feel most productive when they use AI for teaching strategies. *The Conversation,* 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.