

Hana Frluckaj

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Profile

PhD Student at University of Texas at Austin

Interested in researching social aspects of modern technology to facilitate a more inclusive future, specifically in the context of open source software communities and diverse participation.

Education

University of Texas at Austin; Austin, TX

08/2021 - Present

Pursuing a doctoral degree in Information Studies at the Information School

- Faculty Advisor: Professor James Howison

Carnegie Mellon University; Pittsburgh, PA

08/2016 - 05/2020

B.Sc. Electrical and Computer Engineering

- Minor in Human-Computer Interaction, advised by Professor Laura Dabbish

Publications

Li, Renee, Pavitthra Pandurangan, **Hana Frluckaj**, and Laura Dabbish. "Code of Conduct Conversations in Open Source Software Projects on Github." *Proceedings of the ACM on Human-Computer Interaction* 5, no. CSCW1 (2021): 1-31.

- Contribution: Helped analyze and categorize sample of conversations to develop typology on code of conduct conversations

Hana Frluckaj, Laura Dabbish, David Gray Widder, James D. Herbsleb "Gender and Participation in Open Source Software Development" In: *Conference on Computer-supported Cooperative Work and Social Computing* (CSCW 2022)

- Contribution: Interviewed half of participants, transcribed and coded all transcripts, employed grounded theory to compare men and women's career trajectories.

Tamar Wilner, Krishna Akhil Kumar Adavi, Sreehana Mandava, Ayesha Bhimdiwala, **Hana Frluckaj**, Jennifer Turns, and Ahmer Arif Wilner, "From Concept to Community: Unpacking the Work of Designing Educational and Activist Toolkits." In *Proceedings of the CHI Conference on Human Factors in Computing Systems* (pp. 1-15). CHI (2024)

- Contribution: Helped to conduct interviews and direct methodological approach, and relate toolkit making practices to maintenance in OSS work.

Hana Frluckaj, Huilian Qiu, Laura Dabbish, Bogdan Vasilescu, "From the Inside Out: Organizational Impact on Open-Source Communities and Women's Representation." In *Proceedings of the 2024 IEEE/ACM 17th International Conference on Cooperative and Human Aspects of Software Engineering* (pp. 36-50). (ICSE-CHASE 2024)

- Contribution: Interviewed all the participants and directed grounded theory approach.

In Press

Hana Frluckaj, James Howison, Qiwei Li, Laura Dabbish, “*Codes of Conduct in Open Source*,” Textbook on Equity, Diversity, and Inclusion in Software Engineering (2024)

Hana Frluckaj, James Howison, Laura Dabbish, Nikki Stevens “*Paradoxes of Openness and Trans Experiences in Open Source Software* ” CSCW (2024)

Research Experience

PhD Student

05/2020 - Present

- Studying the experiences of under-represented and marginalized contributors in OSS
- Studying the organizational influence on OSS project diversity and newcomer retention
- Analyzing GitHub conversations regarding codes of conduct and governance
- Designing a panel study to understand OSS work-life balance in order to understand and encourage diverse participation

Graduate Research Intern, Los Alamos National Lab; Los Alamos, NM 05/2023 - 12/2023

Directed LANL team on grounded theory (GT) approach to analyze the phenomenon of multi-team collaboration, including open source collaboration, of the Exascale Computing Project. Provided training on GT, helped conduct interviews, participated in multiple rounds of coding and comparison discussions, and developed a codebook.

Graduate Research Assistant, UT iSchool; Austin, TX

01/2023 - 05/2023

Participated in a research project headed by Dr. Ahmer Arif on the process of building and maintaining toolkits, with emphasis on combatting misinformation and aiding under resourced communities. Helped conduct interviews, trained and mentored undergraduate RAs, offered insights in team research discussions, connected emerging results to other fields of literature, and built shareable, informative materials for the broader research team.

Research Assistant, Human-Computer Interaction Institute, CMU

09/2019 - 05/2020

- Empirical qualitative study analyzing diversity and inclusion in open source.
- Screened 4000+ users, recruited and interviewed 21 participants, created a coding scheme following grounded theory, resulting in my first first-authored paper.

Research Assistant, Institute for Software Research, CMU

09/2018 - 05/2019

Project validated a new fault-injection framework by retrofitting existing open source applications, developing models of expected application results, and creating a general server in Erlang within Partisan protocol to accomplish hierarchical clustering.

Research Assistant, Electrical and Computer Engineering, CMU

05/2018 - 08/2018

Project involved building and programming a wireless system for neural recording, capable of streaming digitized data to a remote machine for analysis. Project required system design, PCB sketching and milling, and embedded systems application.

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| Working Experience | Managing Editorial Fellow, <i>Information & Culture Journal</i>; Austin, TX 09/2023 - Present Currently managing the Information & Culture Journal. Involves fielding and assessing submitted manuscripts, finding reviewers, guiding both authors and reviewers through the review process, copyediting, and coordinating between authors, reviewers, the editorial team, and UT Press. |
| | IT Assistant, Institute for Software Research; Pittsburgh, PA 09/2016 - 05/2020 Performed diagnostics and initial troubleshooting tasks, investigated hardware and software issues, and assisted 120+ students, staff, and faculty with technological needs. |
| | Technology Analyst, Deutsche Bank; New York, NY 06/2019 - 08/2019 Built a simulator for messages sent between international credit/debit tracking systems in Java using Spring environment. In parallel, built and presented a sentiment analysis application focusing on public traded companies, their stocks, and media bias in Python using ML and NLP. Advocated for increased diversity in presentations and discussions. |
| | Engineering Aide, Consolidated Edison, Inc.; New York, NY 07/2015 - 08/2017 - 05/2017 - 08/2017: Built test scripts and aided IT programmers in identifying algorithmic fallacies in OBIEE Performance Manager within Public Engineering. - 09/2015 - 07/2016: Reviewed data filing for over 4000 work requests, organized data lists of employee review calls, and maintained documentation of ConEd facilities. - 07/2015 - 09/2015: Reviewed conflicts of the energy grid, worked with external agencies, and compiled estimate cost data in Excel. |
| Skills | Programming Languages: Python, C/C++, Processing, Verilog, Java, Erlang, Go, and Matlab Technical: Unix/Linux, Computer Security, Computer Systems, Sentiment Analysis, Digital Signal Processing, Test-Driven Development, User Experience Design, Human-Robot Interaction, and Computer Graphics Research: GitHub repository mining, qualitative analysis, Grounded Theory, recruitment, interviewing, affinity diagrams, and literature reviews Spoken Languages: English (<i>Native</i>), Serbo-Croatian (<i>Native</i>), French (<i>Working</i>) |
| Service | UT-Austin iSchool Research Community Committee 08/2023 - Present UT-Austin iSchool Undergraduate Studies Committee 08/2022 - 08/2023 UT-Austin iSchool Diversity and Inclusion Committee 08/2021 - 08/2022 Hawaii International Conference on Systems Sciences (HICSS) 2022 - Reviewer SIGBOVIK 2021 - Moderation Chair Women in Cybersecurity (WiCyS) 2019 - Student Volunteer |
| Students Mentored | Cindy Hyunh , student at UT-Austin 01/2024 - 05/2024 Magali Astride Ngouabou Noubissi , graduated Pomona University 06/2020 - 05/2023 |

Raaka Mukhopadhyay, student at Carnegie Mellon University.

01/2021 - 05/2021

Organizations

iPride and DEI Lab; UT-Austin

01/2022 - Present

Critical Data Studies Group; UT-Austin

09/2023 - Present

International Student Union; CMU

02/2017 - 05/2020

Held the positions of President, Treasurer, and Secretary.

Women in ECE; CMU

09/2016 - 05/2020

Society of Women Engineers; CMU

09/2016 - 05/2020

Girls Who Code; Brooklyn Technical High School

09/2015 - 08/2016

Held the position of Mentor.

Travel Awards

Amount Awarded:

International Conference of Software Engineering (ICSE) 2024

\$1488

Lisbon, Portugal 2024

Diversity in Scientific Computing (DISC) UnConference 2023

\$1,945

Amsterdam, NL 2023

International Conference of Software Engineering (ICSE) 2022

\$1200

Pittsburgh, PA, USA 2022

Vive la Différence Workshop 2022 - Research Software Engineers

€1550

Lorentz Center, Leiden, NL 2022

References

Associate Professor James Howison: howison@ischool.utexas.edu

Associate Professor Laura Dabbish: dabbish@cmu.edu