

# Jackie Chan

jackiec199@gmail.com · jackiec3@illinois.edu  
<https://jackiec1998.github.io/>

(952) 992-0564

## Research Objective

My research relates to analyzing online communities to identify strategies that make them more successful, whether that be through creating evidence-based guidelines to help reduce community moderator workload or developing computational-based tools to detect undesired behavior. My work falls within human-computer interaction, specifically social computing, but I also employ methods from natural language processing and machine learning in my research. Currently, I am analyzing the behaviors of online communities, specifically Reddit, during disruptive periods to identify features that make them more resilient towards instability.

*Topics: social computing, online communities, content moderation*

## Education

### University of Illinois Urbana Champaign

*Ph.D. in Computer Science*

**Advisor:** Dr. Eshwar Chandrasekharan

**Urbana, IL**

*Sep. 2020 – Jun. 2026 (Expected)*

### Carleton College

*B.A. in Computer Science & Mathematics; Cum Laude*

**Northfield, MN**

*Sep. 2016 – Jun. 2020*

## Research Experience

### Graduate Research Assistant

*Department of Computer Science, University of Illinois Urbana-Champaign*

**Advisor:** Dr. Eshwar Chandrasekharan

**Urbana, IL**

*Sep. 2021 – Present*

### Undergraduate Research Assistant

*Department of Computer Science, Carleton College*

**Advisor:** Dr. Amy Csizmar Dalal

**Northfield, MN**

*Mar. 2018 – Sep. 2019*

## Research Projects

### Quantifying the Disruptive Effects of Sudden Spikes in Activity within Online Communities

**Advisor:** Dr. Eshwar Chandrasekharan & Dr. Stevie Chancellor

**Urbana, IL**

*Jan. 2021 – Present*

- Collecting and analyzing Reddit data to measure the effects of elevated activity levels on multiple communities by observing shifts in moderation and membership behaviors.
- Running statistical models to identify correlations between disruptive periods and community metrics (e.g. aggregate number of comments, moderator interventions).

### Exploring Wikipedia's Response to the 2019–2020 Hong Kong Protests

**Advisor:** Dr. Sneha Narayan

**Northfield, MN**

*Jan. 2020 – Jun. 2020*

- Observed documentation patterns on Wikipedia articles related to the 2019-2020 Hong Kong protests to investigate the underlying dynamics of collective memory and collaborative documentation in social computing systems.

### Guiding Mathematical Discovery with Middle School Students

**Advisor:** Dr. Deanna Haunsperger

**Northfield, MN**

*Sep. 2019 – Jun. 2020*

- Constructed and taught weekly sessions with sixth graders to explore traditionally undergraduate-level mathematics topics (e.g. combinatorics, graph theory, topology) from a rediscovery-based approach.

### Understanding Non-Expert Home Networking Terminology Using Open Card Sorting Analysis

**Advisor:** Dr. Amy Csizmar Dalal

**Northfield, MN**

*Mar. 2018 – Sep. 2019*

- Conducted and analyzed surveys and interviews related to home networking troubleshooting terminology to understand their mental models.

## Publications

Amy Csizmar Dalal, **Jackie Chan**, and Kirby Mitchell. 2019. A Preliminary Study of the Role of Language in Home Network Troubleshooting. In Extended Abstracts of the 2019 CHI Conference on Human Factors in Computing Systems (CHI EA '19). Association for Computing Machinery, New York, NY, USA, Paper LBW0272, 1–6. DOI: <https://doi.org/10.1145/3290607.3312856>

**Jackie Chan** and Kirby Mitchell. 2019. Understanding the Usage and Familiarity of Home Network Terminology Using Open Card Sorting Analysis. In Proceedings of the 50th ACM Technical Symposium on Computer Science Education (SIGCSE '19). Association for Computing Machinery, New York, NY, USA, 1293. DOI: <https://doi.org/10.1145/3287324.3293716>

## Teaching

---

### CS 125: Introduction to Computer Science

Graduate Teaching Assistant

Urbana, IL

Aug. 2020 – Jun. 2021

**Instructor:** Dr. Geoffrey Werner Challen

- Provided weekly office hours, created review session material, proctored weekly quizzes, and monitored an active course forum that sees thousands of students a year.
- Responsible for content production and co-instructor for CS 199—a supplementary course that built upon the content in the course.

## Professional Experience

---

### Thomson Reuters

Software Engineering Intern

Eagan, MN

Jun. 2019 – Nov. 2019

- Maintained and developed an internal web-page application using Aurelia, TypeScript, Express, and MariaDB.
- Collaborated with an international team to ensure the reliability of microservices both on and off the cloud using continuous integration and deployment practices.

## Awards & Honors

---

### Outstanding Teaching Assistant Award

Department of Computer Science, University of Illinois Urbana-Champaign

Urbana, IL

Spring 2021

- Awarded for service in CS 125 based on recognition by faculty and student evaluations.

### Page Scholar

Page Education Foundation

Northfield, MN

Sep. 2016 – Jun. 2020

- Ran annual service projects helping students become first-generation college students.

## Professional Service & Volunteering

---

### Reviewer

Computer-Supported Cooperative Work and Social Computing (CSCW)

Remote

Jun. 2021

### TORCH Mentor

Tackling Obstacles & Raising College Hopes (TORCH) Program

Northfield, MN

Sep. 2016 – Jan. 2020

- Tutored low-income, traditionally under-served, first-generation college students at Northfield Middle School.

## Technical Skills

---

**Programming Languages:** Python, Java, JavaScript, C++, C

**Web Development:** HTML, CSS, Node.js, TypeScript, React

**Other Technologies:**  $\text{\LaTeX}$ , Git, MongoDB