

# Soyoung Lee

---

Ann Arbor, MI | <https://leesoy7351.github.io> | [soyolee@umich.edu](mailto:soyolee@umich.edu)

## Education

**University of Michigan, School of Information**, Ann Arbor, MI

Ph.D. Information (2022 – *Present*) / Advisor: Nicole Ellison

M.S. Information (2020 – 2022) / Advisor: Kentaro Toyama

**Chung-Ang University**, Seoul, Korea

B.A. English Language and Literature, *Magna Cum Laude* (2009 – 2014)

## Research Experience

**Social Innovation Group**, *Research Assistant* (2021 – July 2024)

PIs: Tawanna Dillahunt, Julie Hui, Mustafa Naseem, Kentaro Toyama

Project: The “Community Tech Workers” – A community-driven model to support economic mobility by bridging the digital divide

- Designed, implemented and analyzed data about basic digital skills learning using surveys, semi-structured interviews, participant observation, participatory design methods
- Assisted development of a measure of community digital capacity
- Facilitated digital skills training with a partnership with a non-profit organization following community-based participatory design approach

## Publication

**Lee, S.**, Hui, J., Dillahunt, T. R. Sociocultural Factors in Digital Skills Learning In a Community-Based Learning Intervention among U.S. Public Housing Adults. (CSCW 2025, *Accepted*)

Dillahunt, T. R., K Shedden, Filipof, E. M., **Lee, S.**, Naseem M., Toyama, K., Hui, J. (2024). The Design and Psychometrics for a New Measure of Collective Digital Literacy: Community Digital Capacity. (CSCW 2025, *Accepted*)

**Lee, S.**, & Toyama, K (2024). Friendship Formation in an Enforced Online Regime: Findings from a U.S. University Under COVID. *Proceedings of the ACM on Human-Computer Interaction*, Vol.8, No. CSCW1, Article 168.

Dillahunt, T. R., K Shedden, Filipof, E. M., **Lee, S.**, Naseem M., Toyama, K., Hui, J. (2024). Toward a Measure of Collective Digital Capacity: An Exploratory Analysis. *Extended Abstracts of the 2024 CHI Conference on Human Factors in Computing Systems*

**Lee, S.**, Hui, J., Rowe, Z., Dillahunt, T. (2023). “A Collective Approach to Providing Digital Skills Training Among U.S. Public Housing Residents”

*Extended Abstracts of the 2023 CHI Conference on Human Factors in Computing Systems*

**Teaching  
Experience**

Graduate Student Instructor

**SI 422 Needs Assessment and Usability Evaluation** (Fall 2024 Undergraduate)

**SI 622 Needs Assessment and Usability Evaluation** (Winter 2025 Masters)

**Professional  
Experience**

**The Cigna Group**, Seoul, Korea

Assistant Product Manager, *Digital Platform Team* (2017 – 2020)

- Led new digital product and UX strategy development
- Conducted qualitative (user shadowing, interviews) and quantitative (A/B testing, web log, heatmap) digital product data analysis

Communication Specialist, *IT Project Management Office* (2014 – 2017)

- Designed and conducted change readiness assessment surveys for 800+ employees and 20+ focus group interviews with business/IT teams for new IT operation system
- Developed and coordinated new IT system-training for 7,000+ users; authored system manual documents as user guides

**Service**

**Paper Review**

- CSCW 2025

**Mentoring**

Mila Filipof (BS, MS in Information Science)

Pioline Choudhury (BSE in Computer Science)