Dr. Samantha Dalal

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I design technology policy interventions that center historically marginalized groups' perspectives

Education

2020 - 2025	**University of Colorado Boulder,** Boulder, CO Ph.D. in Information Science Advisor: Brian Keegan Thesis: *'Beyond the Gig': An ecosystem approach to studying and intervening in the gig economy*
2015 - 2019	**University of California Santa Barbara (UCSB),** Santa Barbara, CA B.A. in Statistics, B.A. in Economics

Selected Professional Experience

Human-Computer Interaction research intern - Microsoft Research (Teachable AI Experiences)
May - Aug 2024, Cambridge, UK

- *Designed a workshop study (N = 15 participants) to investigate how to support the participation of people with disabilities in the development of generative AI models*
- *Collaborated with research engineers to build a platform for participatory data stewardship in GenAI models*
- *Managed project administration including ethics review, participant recruitment, analysis of transcripts, and synthesis of results*
- *Presented findings to the Microsoft Research Accessibility team all-hands*

Socio-technical systems research intern - Microsoft Research (Social Media Collective)
May - Aug 2023, Cambridge, MA

- *Designed and implemented a 3-month-long ethnographic study of 10 small businesses to investigate the use of digital platforms in supporting entrepreneurship*
- *Leading paper-writing effort*

Organizer & Data Analyst - Colorado Independent Drivers United (CWA 7777)
May 2024 - Present, Boulder, CO

- Owned data analytics effort to collect, analyze, and develop reports on 18,000 rideshare trips completed in Colorado
- Generated data-driven reports on rideshare wages for union organizers that informed bargaining strategies during the 2024 legislative session
- Lobbied, testified, and provided data analytics for CIDU-sponsored bills during the 2024 legislative session

Co-founder & COO - Workers Algorithm Observatory
November 2022 - Present, Boulder, CO

- *Co-founded a cross-institutional research organization to support community-led inquiry into algorithmic systems*

- *Organized and managed the design and implementation of 3 research projects on the impacts of algorithmically mediated work on worker well-being*
- *Managed a team of 2 data engineers, 2 graduate researchers, and 1 community organizer to design & deploy a tool for auditing black-box payment systems in rideshare work with over 300 users & 350k data points collected to date*
- *Overseeing 4 external partnerships with academic (2) and policy collaborators (2) to drive interdisciplinary research on the future of work and implications for regulation*
- *Supported community partner in using data throughout the 2023 Colorado State House & Senate legislative campaign resulting in 2 bills signed into law*

Doctoral Researcher - University of Colorado Boulder
Aug 2020 - Present, Boulder, CO

- *Designed, conducted, and published 3 research studies on working conditions in the rideshare and delivery sectors at top-tier informatics venues (CSCW & CHI)*
- *Won $8k from CU Boulder to be a community based research fellow and conduct participatory design research with local labor advocacy organization*
- *Mentored 3 undergraduate and 2 masters students, resulting in two publications at top-tier informatics venues*
- *Independently designed, secured funding for, and managed 5 research projects over 5 years, resulting in 9 publications at top-tier informatics and ML venuesCo-authored and published two policy memos on working conditions in the rideshare economy*
- *Drafted, lobbied for, and passed two Colorado State Legislature bills (SB24-075, HB24-1129) setting minimum transparency standards in the rideshare and delivery sectors*

Peer-Reviewed Publications

In information science, top-tier conferences in human-computer interaction and computer-supported cooperative work are considered premiere, selective venues for archival research. Therefore, the majority of my peer-reviewed publications are conference papers.

Note: ↟ indicates a paper is under review, * indicates equal contribution

P1 🏆*Best Paper Honorable Mention*
The World Wide Recipe: A community-centred framework for fine-grained data collection and regional bias operationalisation
Magomere, J., Ishida, S., Afonja, T., Salama, A., Kochin, D., Yuehgoh, F., Hamzaoui, I., Sefala, R., Alaagib, A., **Dalal, S**., Marchegiani, B., Semoenova, E., Crais, L., Mackenzie Hall, S.
The ACM Conference on Fairness, Accountability, and Transparency (FAccT) (2025)
Proposes a methodology for community-centered collection of cultural data and T2I model evaluation

P2 **The Human Labour of Data Work: Capturing Cultural Diversity through World Wide Dishes**
Mackenzie Hall, S., **Dalal, S**., Afonja, T., Sefala, R., Salama, A., Hamzaoui, I., Ishida, S., Magomere, J., Alaagib, A., Yuehgoh, F., Crais, L.
Computer Supported Cooperative Work (CSCW) (2025)
Investigates the invisible labor of participatory design in constructing cultural datasets for machine learning

P3 **Rideshare Transparency: Translating Gig Worker Insights on AI Platform Design to Policy**
Rao. V., **Dalal, S.**, Aagarwal. E., Calacci. D., and Monroy-Hernandez. A.
Computer Supported Cooperative Work (CSCW) (2025)
Investigates how rideshare drivers navigate opacity in labor platforms to inform data disclosure policy efforts

P4 **FairFare: A Tool for Crowdsourcing Rideshare Worker Data to Empower Labor Organizers and Influence Policy**
Dalal, S*., Calacci. D*., Rao. V*., Di, C., Pua, K., Schwartz, A., and Monroy-Hernandez.
ACM Transactions on Computer Human Interaction (TOCHI) (2025)
Designed and deployed a system to support crowdsourced audits of algorithmic pay systems for rideshare workers

P5 ↟**FareShare:** A Tool for Labor Organizers to Estimate Lost Wages and Contest Arbitrary AI and Algorithmic Deactivations
Rao, V., Dalal, S., Calacci, D., Schwartz, A., Liaqat, A., Monroy-Hernández, A.
Conference on Computer Support Cooperative Work (CSCW) (2026)

P6 **QuaLLM: An LLM-based Framework to Extract Qualitative Insights from Online Forums**.
Rao, V., Agarwal, E., **Dalal, S.**, Calacci, D., Monroy-Hernandez, A.
Association of Computational Linguistics (NAACL)(2025)

P7 **Passwords and Python: Introducing Security Concepts in Lower-Division Programming**
Fiesler, C., **Dalal, S.,** Paup, J.
EngageCSEdu 2023
Designed class activities for undergraduate computing students to learn security concepts

P8 **Understanding Human Intervention in the Platform Economy: A case study of an indie food delivery platform**
Dalal, S., Chiem, N., Karbassi. N, Li, Y. and Monroy-Hernandez. A.
Conference on Computer Human Interaction (CHI) (2023)
Critical analysis of the role of design interventions in platform economy research

P9 **"Hey, Can You Add Captions?": Infrastructuring for Accessibility on TikTok**
Simpson, E., **Dalal, S**. and Semaan, B
Conference on Computer Supported Cooperative Work (CSCW) (2023)
Investigates role of bottom-up infrastructuring in making social media platforms more accessible

Workshop and Case Study Papers

Lightly peer-reviewed papers that contribute to conference workshops.

W1 **Provocation: Who Benefits From Inclusion in Generative AI?**
Dalal, S., Mackenzie Hall, S., Johnson, N.
Position paper for Evaluating Evaluations workshop at NEURIPS 2024
Critically interrogated existing rationales for and practices of participatory evaluation of algorithmic impact

W2 **Worker Data Collectives as a means to Improve Accountability, Combat Surveillance and Reduce Inequalities**
Hsieh, J., Zhang, A., Kim, S., Rao, V., **Dalal, S.,** Mateescu, A., Grohmann, R., Eslami, M., Lee, M., Zhu, H.

Extended Abstracts of the 2024 CSCW Conference Computer Supported Cooperative Work (CSCW EA '24)
Co-organized workshop on data collectives as a means for worker power

W3 **Governing the Commons of Platform Labor Data Assets**
Dalal, S., Keegan, B.
Position Paper for Civic Technologies: Research, Practice, and Open Challenges Workshop at CSCW '20
Put forth recommendations for managing platform workers' data assets

Magazine Articles

M1 **Lessons from Workers' Inquiry: A Sociotechnical Approach to Audits of Algorithmic Management Systems**
S. Dalal (2024)
ACM XRDS: ACM Crossroads Magazine

Grants and Awards (Total Amount: $63,750)

Note: Grants I served as a Co-PI on are denoted with a * and are listed in descending order; Fellowships are denoted with a ‡

A1 ***Mozilla Technology Fund AI Audit Grant,** Nov 2022
Amount: $50,000
Funded Project: The Workers Algorithm Observatory: An infrastructure for supporting worker-led algorithmic accountability

A2 ‡**CU Boulder Community Based Research Fellowship,** Aug 2021
Amount: $8,000

A3 ***CU Boulder CARTSS Research Grant,** Dec 2023
Amount: $4,000
Funded Project: Migrant Sociotechnical Resilience: Experiences with Digitally Mediated Gig Labor

A4 **CU Boulder Beverly Sears Graduate Student Grant,** Jan 2024
Amount: $1,000
Funded Project: Designing for inclusion of diverse gender identities in platform-mediated work

A5 **CU Boulder Graduate School Travel Grant,** June 2024
Amount: $750

A6 **CU Boulder InfoSci Department Outstanding Community Service Award,** May 2024

Teaching Experience

Spring 2024 **Instructor of Record, CU Boulder, Department of Information Science**
INFO 1301: Introduction to Statistics for Information Science

Fall 2023	**Instructor of Record, CU Boulder, Department of Information Science** INFO 1301: Introduction to Statistics for Information Science
Summer 2022	**Instructor of Record, CU Boulder, Department of Information Science** INFO 4601: Technology Ethics & Policy
Spring 2022	**Graduate Teaching Assistant, CU Boulder, Department of Information Science** INFO 3402: Information Exposition - Data visualization in Python

Mentorship Experience

Mentored four undergraduates and two masters students at Princeton University (CHI'23 Nosh paper; ToCHI'25 FairFare paper)

Service

Department Service

Graduate Student Association President, 2021-2022
Graduate Student Association Treasurer, 2020-2021

Community Service

Volunteer, Colorado Independent Drivers United Deactivation Clinic, 2024-Present

Peer-Reviewing

CSCW 2021 (1); CSCW Posters and LBW 2022 (2); CSCW 2023 (1); CHI 2023 (1); DIS 2024 (1); CSCW 2025 Oct Cycle (2); CSCW 2025 July Cycle (2); CHI 2025 (3); CHI LBW Area Chair (10); FAccT 2025 (4)