# Jane Im

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University of Michigan, Ann Arbor
Computer Science & Engineering
School of Information

## Research Interests

Privacy, Social Computing, Human-Computer Interaction, Consent, Digital Safety, Platforms' Business Models

## Education

**University of Michigan**, Ann Arbor, MI                                                    Sept. 2018 - current
Ph.D. in Information & Computer Science and Engineering
Advisors: Florian Schaub (Information), Nikola Banovic (CSE)
School of Information & Computer Science and Engineering, College of Engineering
(*Accepted to SI and CSE as the first student to be formally evaluated by the two program committees via the Student Initiated Doctoral Program (SIDP). Assisted faculty in drafting a proposal to aid students that want to pursue a PhD in both programs.*)
GPA: 3.85/4.0

**Korea University**, Seoul, Republic of Korea                                          Mar. 2013 - Aug. 2018
B.B.A. in Business Administration
B.S. in Computer Science and Engineering
GPA: 4.29/4.50

**Massachusetts Institute of Technology**, Cambridge, MA                    Sept. 2016 - May 2017
Undergraduate special student program (non-degree, full-time enrollment)
GPA: 4.8/5.0

## Employment

**Facebook**, Menlo Park, CA (remote)                                                     June 2021 - Aug. 2021
*User Experience Research Intern* with Scarlett Sheng

**Sassafras Tech Collective**, Ann Arbor, MI (remote)                              May 2020 - Aug. 2020
*Software Development & Research Intern* with Jill Dimond

**Airbnb**, San Francisco, CA
*Research Intern Recipient 2020, Internship deferred due to COVID-19*

**University of Michigan**, Ann Arbor, MI                                               Sept. 2018 - Present
*Research Assistant, Teaching Assistant*

## Awards & Scholarships & Grants

**Best Paper Honorable Mention Award**                                                                2021
ACM Conference on Human Factors in Computing Systems (CHI 2021) [c2]

**Best Paper Runner Up Award**                                                                              2020
ACM Conference on Web Science (WebSci 2020) [c3]

**Rackham Conference Travel Grant**                                                                      2020
University of Michigan, Ann Arbor, MI

**School of Information Conference Travel Grant** 2018 - 2021
University of Michigan, Ann Arbor, MI

**2017 Annual Soft Robotics Competitions 1st prize in Design** 2017
Harvard University, Cambridge, MA

**Big Data Analytics Competition 3rd Prize** 2015
SK Telecom, Seoul, Republic of Korea

**Korea University Honor Scholarships** 2014 spring & fall, 2015 fall
*Honors Scholarships*, 33% of tuition covered for 2014 spring, 50% of tuition covered for 2015 fall
*Best Honors Scholarships*, tuition fully covered for 2014 fall

# Publications

## *Proceedings and Journals*

[c1] **Jane Im**, Sarita Schoenebeck, Marilyn Iriarte, Gabriel Grill, Daricia Wilkinson, Amna Batool, Rahaf Alharbi, Audrey N. Funwie, Tergel Gankhuu, Eric Gilbert, Mustafa Naseem. Beyond Borders: Women's Perspectives on Harm and Justice after Online Harassment. *ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2022)*. recommended for acceptance with minor revisions.

[c2] **Jane Im**, Jill Dimond, Melody Berton, Una Lee, Katherine Mustelier, Mark Ackerman, Eric Gilbert. Yes: Affirmative Consent as a Theoretical Framework for Understanding and Imagining Social Platforms. *ACM Conference on Human Factors in Computing Systems (CHI 2021)*. Yokohama, Japan. April 2021. *26.3% Acceptance Rate*
**Impacted a startup's design of social software. [project website] Best Paper Honorable Mention Award**
https://doi.org/10.1145/3411764.3445778

[c3] **Jane Im**, Eshwar Chandrasekharan, Jackson Sargent, Paige Lighthammer, Taylor Denby, Ankit Bhargava, Libby Hemphill, David Jurgens, Eric Gilbert. Still Out There: Modeling and Identifying Russian Troll Accounts on Twitter. *ACM Conference on Web Science (WebSci 2020)*. Southampton, UK. *27% Acceptance Rate* **Best Paper Runner Up Award**
https://doi.org/10.1145/3394231.3397889

[c4] **Jane Im**, Sonali Tandon, Eshwar Chandrasekharan, Taylor Denby, Eric Gilbert. Synthesized Social Signals: Computationally-Derived Social Signals from Account Histories. *ACM Conference on Human Factors in Computing Systems (CHI 2020)*. Honolulu, HI. April 2020. *24.3% Acceptance Rate*
https://doi.org/10.1145/3313831.3376383

[c5] **Jane Im**, Amy X. Zhang, Christopher J. Schlling, David Karger. Deliberation and Resolution on Wikipedia: A Case Study of Request for Comments. *ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2018)*. New York, NY. November 2018. *25% Acceptance Rate*
https://doi.org/10.1145/3274343

[c6] **Jane Im**, Paul Medlock-Walton, Mike Tissenbaum. App Inventor VR Editor for Computational Thinking. *Computational Thinking in Education Conference (CTE 2017)*. Hong Kong. June 2017.
https://www.eduhk.hk/cte2017/doc/CTE2017%20Proceedings.pdfpage=171

## *Papers under submission*

[c7] Paul Resnick, Aljohara Alfayez, **Jane Im**, Eric Gilbert. Informed Crowds Can Effectively Identify Misinformation
https://arxiv.org/pdf/2108.07898.pdf

[c8] Hariharan Subramonyam, **Jane Im**, Colleen Seifert, Eytan Adar. "They need to learn my language [a little bit]": Leaky abstractions for Co-Designing AI-Powered Applications

## *Book Chapters*

**[b1]** Una Lee, Dann Toliver, Tawana Petty, **Jane Im**, Boaz Sender. Building Consentful Tech. *Feminist Designer.* Ed. Ali Place, MIT Press. Forthcoming 2023.

## *Workshop Papers*

**[w1]** Sarita Schoenebeck, **Jane Im**, Amna Batool, Daricia Wilkinson, Audrey Funwie, Rahaf Alharbi, Marilyn Iriarte, Gabriel Grill, Eric Gilbert, Mustafa Naseem. Repairing Online Harms: Assessing Punitive and Reparative Justice Approaches. *First Annual Conference of The Platform Governance Research Network*. March 2021.

**[w2]** **Jane Im**, Jeeyoon Hyun, Jill Dimond, Melody Berton, Eric Gilbert. Building Social Platforms around Affirmative Consent. *Moving Forward Together: Effective Activism For Change Workshop at ACM Conference on Human Factors in Computing Systems (CHI 2020)*. Honolulu, HI. April 2020.

**[w3]** **Jane Im**. Non-consensual Images & Videos and Consent in Social Media. *Sensitive Research, Practice, and Design in HCI Workshop at ACM Conference on Human Factors in Computing Systems (CHI 2019)*. Glasgow, UK. May 2019.

## *Media Publication*

**[m1]** Heeryung Choi, **Jane Im**, Cindy Lin, Yixin Zou. An open letter to the U-M community. *The Michigan Daily.* https://www.michigandaily.com/opinion/op-eds/an-open-letter-to-the-u-m-community/ *I co-wrote an op-ed on anti-Asian racism in the U.S. (and academia).*

# Research Experience

**Facebook**                                                                                                    June 2021 - Aug. 2021
*User Experience Research Intern*, advised by Scarlett Sheng (other mentors: Rui Yang & Ayesha Zafar)

- Impacted Facebook's privacy strategy by doing foundational mixed-method research to understand users' perception of consent in the context of online behavioral advertising and App Tracking Transparency.
- Quantitatively analyzed existing survey data to understand Facebook advertisers' goals.

**Sassafras Tech Collective**                                                                          May 2020 - Aug. 2020
*Software Development & Research Intern*, advised by Jill Dimond

- Built and conducted (remote) usability testing of a moderation system.
- Based on the usability testing results, designed mockups and further developed the moderation system.

**University of Michigan**                                                                             Sept. 2018 - Present
*Research Assistant*

- Currently researching 1) users' perception of major tech companies' privacy practices & business models and 2) how to design and build novel privacy and consent mechanisms that protect people's consent and privacy in user-to-system and user-to-user interactions.
- Using social science theories, system-building, interviews, and surveys, uncovered how lack of consent can lead to a wide range of problems on social media, with users wanting fine-grained and usable privacy and safety tools [c2, c4].
- Built ML models to identify potential Russian trolls on Twitter, using an unbalanced dataset of 2.2K Russian troll accounts released by Twitter and 170K control accounts [c3].

**Haystack Group, MIT**                                                                               Apr. 2017 - Apr. 2018
*Undergraduate Research*, advised by Amy X. Zhang and David Karger

- Investigated how various factors affect the outcome of Request for Comments (RfC), a deliberative discussion on Wikipedia, by using mixed methods: 1) interviewing Wikipedia editors and 2) creating and quantitatively analyzing an English RfC dataset [c5].

**MIT App Inventor, MIT** Oct. 2016 - May 2017
*Undergraduate Research*, advised by Paul Medlock-Walton and Hal Abelson

- Enabled novice programmers to create modular code in the App Inventor, by developing customized blocks within the system that can execute any functions of an imported API.
- Implemented virtual reality (VR) blocks in the App Inventor to help novice users build VR apps [c6].

**Soft Active Materials Lab, MIT** Sept. 2016 - Feb. 2017
*Undergraduate Research*, advised by Hyunwoo Yuk

- Developed 3D printing based soft robotic hands with stand-alone actuation and control system.
- Implemented the software interface for precise 3D printing for advanced soft materials.

# Invited Talks and Guest Lectures

**[t1] DUB Shorts Seminar, University of Washington** Aug. 2021
Yes: Affirmative Consent as a Theoretical Framework for Understanding and Imagining Social Platforms

**[t2] MetaGov Seminar Series, Metagovernance Project** Apr. 2021
Reimagining and Building Social Platforms Grounded in Consent

**[t3] HCI Seminar, Seoul National University** Jan. 2021
Reimagining and Building Social Platforms Grounded in Consent

**[t4] CS 598 Antisocial Computing Guest Lecture, University of Illinois at Urbana-Champaign** Oct. 2020
Building Social Platforms Grounded in Consent

**[t5] EECS 598 Human-Computer Interaction Guest Presentation, University of Michigan** Apr. 2020
Synthesized Social Signals: Computationally-Derived Social Signals from Account Histories

**[t6] PhD Recruitment Flash Talk, University of Michigan School of Information** Feb. 2019
Still Out There: Modeling and Identifying Russian Troll Accounts on Twitter

**[t7] Wikimedia Showcase, Wikimedia Foundation** Sept. 2018
Deliberation and Resolution on Wikipedia: A Case Study of Requests for Comments

**[t8] IAR Seminar, University of Michigan School of Information** Sept. 2018
Deliberation and Resolution on Wikipedia: A Case Study of Requests for Comments

# Selected Press

Predictive Model Identifies Wikipedia Arguments that Will Never Get Resolved.
*Campus Technology*. Dian Schaffhauser. Nov 27, 2018.

A Third of Wikipedia Discussions Are Stuck in Forever Beefs.
*Vice Motherboard*. Samantha Cole. Nov 7, 2018.

# Teaching Experience

**SI 539: Web Design, Development, and Accessibility, University of Michigan**                    Winter 2020
*Graduate Student Instructor*

- A graduate course providing hands-on approach to learning responsive, accessible front-end programming for Web Design. Topics covered include HTML5, CSS3 (including Bootstrap framework), JavaScript, and the POUR design principles of accessible design.
- Led 2 discussion sections per week.

**SI 339: Web Design, Development, and Accessibility, University of Michigan**                      Fall 2019
*Graduate Student Instructor*

- An undergraduate version of the course above.

# Academic Mentoring

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|---|---|
| Paige Lighthammer, University of Michigan Nuclear Engineering (Undergraduate) [c3] | Sept. 2018 - Apr. 2019 |
| Jackson Sargent, University of Michigan CSE (Undergraduate) [c3] | Sept. 2018 - Apr. 2019 |
| Ankit Bhargava, University of Michigan CSE (Undergraduate) [c3] | Sept. 2018 - Apr. 2019 |
| Taylor Denby, University of Michigan Cognitive Science (Undergraduate) [c3, c4]<br>*Accepted to the University of Michigan School of Information Masters program.* | Sept. 2018 - Aug. 2019 |
| Sonali Tandon, University of Michigan School of Information (Masters) [c4] | Sept. 2018 - Apr. 2019 |
| Katherine Mustelier, University of Michigan School of Information (Undergraduate) [c2] | Mar. 2020 - May. 2020 |
| Evan Wang, University of Michigan Computer Science (Undergraduate) | Oct. 2020 - Dec. 2020 |
| Jake Klaristenfeld, University of Michigan CSE (Undergraduate) | Oct. 2020 - Apr. 2021 |
| Eleanor Desmond, University of Michigan Electrical Engineering (Undergraduate) | Oct. 2020 - July 2021 |
| Jolie Kaplan, University of Michigan CSE (Undergraduate) | Oct. 2020 - July 2021 |
| Alice Li Wang, University of Michigan Stephen M. Ross School of Business<br>& School of Information (Undergraduate) | Feb. 2021 - Apr. 2021 |
| Annie Chen, University of Michigan Computer Science (Undergraduate) | Oct. 2020 - Present |
| Ruiyi Yang, University of Michigan CSE (Undergraduate) | Oct. 2021 - Present |
| Weikun Lyu, University of Michigan Math & CS (Undergraduate)            Oct. 2020 - Apr. 2021; Jan. 2022 - Present<br>*Awarded the Blue Ribbon Certificate for his presentation at the UROP symposium.* | |

# Service

*Review*

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|---|---|
| ACM CHI | 2021 - 2022 |
| ICWSM | 2022 |
| PLoS ONE | 2021 |
| ACM CSCW | 2019 - 2021 |
| IEE ICDM | 2019 |

*Leadership*

UMSI PhD Student Internship Information Session, Organizer                    Fall 2021

- Organized a panel to give junior PhD students advice on finding and securing internships.

SI & CSE Student Initiated Doctoral Program (SIDP) Design                    Fall 2020

- Assisted faculty members in drafting a proposal for evaluating students that want to pursue a PhD in both SI and CSE. *Led the effort as the only PhD student.*

- I was told that I *may be the first PhD student to be formally evaluated* by SI and CSE PhD program committees and enrolled in the two programs via U-M's Student Initiated Doctoral Program (SIDP).

Michigan Interactive and Social Computing (MISC), Student Organizer          Fall 2020 - Winter 2021

- Co-organized speaker series on HCI and social computing.

Doctoral Executive Committee (DEC)                    Fall 2019 - Winter 2020

- DEC is a group of PhD students that represent the voice of PhD students at University of Michigan's School of Information.

- Organized social events and actively participated in addressing departmental issues that impact PhD students.

# Skills

*Programming Languages.* Python, C, Java, Ruby, JavaScript, HTML, CSS, MATLAB, SQL
*Research Methods.* Interview, System building & User study, Usability testing, Survey, Machine Learning
*Web framework.* Django, Flask, Ruby on Rails
*Software.* GitHub, LaTeX, Linux command line

# Coursework

*Ph.D. courses*
Computer & Network Security, Technologies to Optimize Human Learning, Microarchitecture, Human-AI Interaction, Data Mining, Doctoral Foundations Seminar, Human-Computer Interaction, Qualitative Research Methods, Interpretivist Theories in Computer-Supported Cooperative Work/Social Computing, Research Methods

*Computer Science & Math undergraduate courses*
Programming Langugage, Data Structure, Algorithms, Computer Architecture, Data Communications, Probability and Random Process, Calculus with Lab I, Computer Programming I, Introduction to Linear Algebra, Operating Systems, Artificial Intelligence, Databases, Embedded Systems, Internet Protocols, Discrete Mathematics, Theory of Computation, Advanced Computer Programming & Lab, Project for Graduation, Introduction to Inference, User Interface Design, Intelligent Multimodal User Interfaces