

Dr. Katie Panciera

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- EDUCATION**
- Ph.D., Computer Science** September 2014
M.S., Computer Science January 2012
University of Minnesota, Twin Cities, Minneapolis, MN
Advisor: Dr. Loren Terveen
- B.A., Independent Major: Computer Science, *magna cum laude*** May 2005
B.A., Mathematics, *magna cum laude* May 2005
Berea College, Berea, KY
Advisor: Dr. Jan Pearce
Semester Abroad: University of York, United Kingdom
- TEACHING EXPERIENCE**
- Instructor** Spring 2010
Department of Computer Science and Engineering
University of Minnesota
- With Dr. Phillip Barry, I co-taught CSCI 1001: Overview of Computer Science, a class with 50 students. This class is an introductory class for non-computer science majors and meets both a math requirement and a citizenship and public ethics requirement for the undergraduates. There were three lectures and one lab session a week.
 - I was responsible for approximately half of the lectures, as well as writing the associated assignments, labs, and exams. In addition, I helped to oversee the three teaching assistants for the course.
- Teaching Assistant** Fall 2005
Department of Computer Science and Engineering Fall 2006 to Spring 2007
University of Minnesota Fall 2011 to Spring 2012
Professors: Dr. Loren Terveen and Dr. Joseph Konstan
- I assisted with four different courses: Structure of Computer Programming (CSCI 1902, a CS II course), UI Design, Implementation and Evaluation (CSCI 5115, a graduate level HCI course), Overview of Computer Science (CSCI 1001, an intro to computer science for non-majors), and User Interface Design and Evaluation (SENG 5115, a HCI course for the professional software engineering masters program).
 - I graded homework, wrote exams and assignments, led labs, ran project meetings, and assisted students as needed.
- Teaching Assistant** Fall 2002 to Spring 2005
Department of Mathematics and Computer Science
Berea College
Supervisor: Dr. Jan Pearce
- I assisted with four different courses: Introduction to Computer Science, Algorithms, Objects, and Data Structures, Calculus II, and Environmental Issues: A Math Modeling Approach.
 - I graded homework, helped students, and occasionally led lectures. I also worked in the Math Lab, a tutoring center for all math and computer science courses.

User Experience Researcher

July 2014 to present

Google, Inc.
Mountain View, CA
Manger: Iram Mirza

- I facilitate remote and in-person interviews and usability testing, design and analyze quantitative and qualitative surveys, consult with the design team, and suggest product changes.
- I have led two international research trips to India and Germany and the Netherlands. This involved vendor selection, vendor management, and team leadership as well as the standard research preparations. In addition this work involved ethnographic research.
- I mentor designers to teach them how to conduct their own research, including short usability studies and surveys.
- I am embedded with part of the Payments design team, working on a variety of products at various phases from formative interviews through product launch. Much of my work involves iteration with designers, though I also work with other researchers, PMs, engineers, and marketing.
- I am in a primarily qualitative role, but for quantative work, I primarily use Excel and Google Consumer Surveys.

User Experience Researcher

Feb. 2013 to March 2014

Facebook, Inc.
Menlo Park, CA
Manager: Judd Antin

- I designed and analyzed both quantitative and qualitative surveys, facilitated interviews and usability testing, monitored product launches, and suggested product changes.
- I supported News Feed, Videos, and Follow at various phases from formative interviews through post-launch monitoring.
- I primarily worked with SQL, R, Excel, Qualtrics, and internal tools. I completed engineering bootcamp as well as datacamp.

GroupLens Research: Cyclopath & Wikipedia

April 2007 to Jan. 2013

University of Minnesota
Advisor: Dr. Loren Terveen

- The project, Cyclopath (<http://cyclopath.org>), is a research geowiki focusing on the bicycling community in the Minneapolis-St. Paul metro area. We have over 2,500 registered users, and the map has been revised over 12,000 times.
- I created and analyzed a survey of over 400 Cyclopath users, developed data-driven personas for Cyclopath, and conducted interviews with Cyclopath users to learn more about cycling habits, Cyclopath usage, and Cyclopath usability.
- I also used Cyclopath log data to answer research questions and discover user trends.
- I investigated lifecycles of Wikipedia editors, focusing on differences between elite and average editors.
- My Wikipedia work was primarily quantitative in nature and involved working with the Wikipedia log data to discover patterns and answer questions we had posed.

RESEARCH
EXPERIENCE
(CONTINUED)

User Experience Research Intern

Summer 2008

Google, Inc.
Mountain View, CA
Mentor: David Choi

- I worked on the ads team on two projects, one formative and the other a user-centered design project.
- I developed data-driven personas and planned, ran, and analyzed usability studies. During usability testing we utilized the RITE method.
- In addition to running my own remote-usability studies, I ran studies for another researcher on short notice. I also worked with a remote researcher to run a joint study.

Research Assistant

August 2005, Jan. 2006 to May 2006

Center for Distributed Robotics
University of Minnesota
Advisor: Dr. Nikolaos Papanikolopoulos

- I worked on the development and maintenance of a technology summer camp for middle school children.
- I researched interfaces for optimal control of robots, specifically the eROSI educational platform.

Visiting Researcher

July 2006 to August 2006

Social Robotics Research Lab
Yale University
Supervisor: Dr. Brian Scassellati

- As part of my initial research for my NSF Graduate Research Fellowship, I visited the Social Robotics Research Lab to learn more about humanoid research and autism research.
- I worked with their primary robot, Nico, and set up an eye tracking project to bring back to the University of Minnesota.

Research Assistant

Summer 2003

Department of Mathematics and Computer Science
Berea College
Advisors: Dr. James Blackburn-Lynch and Dr. Jan Pearce

- I worked with a team of two other students and two faculty to study the efficacy of various methods of robot dispersion.
- This project involved programming, but also engineering. We used the Lego Mindstorms and several add ons had to be created in order to facilitate different types of dispersion.

INVITED TALKS
& PANELS

Royal Society, London, UK
Digital Change Symposium

April 10, 2015

Panelist: *Alternative digital futures for money and exchange*

Syracuse University, Syracuse, NY
iSchool Brown Bag Talk

Nov. 2, 2011

User Participation in Open Collaboration: When, Why, and Who Cares?

- INVITED TALKS (CONTINUED)
- Berea College, Berea, KY Nov. 12, 2010
 Computer Science Homecoming Lecture
The Early Lives of Users in Online Communities
- Georgia Tech, Atlanta, GA Sept. 30, 2010
 Electronic Communities Learning Research Group
In the Beginning: The Early Lives of Users in Online Communities
- Gustavus Adolphus College, St. Peter, MN May 9, 2007
Adventures in Human-Computer Interaction
- PUBLICATIONS (PEER REVIEWED)
- K. Panciera**, M. Masli, and L. Terveen. Crème de la crème: Elite contributors in an online community. *Proceedings of OpenSym 2014*.
 Acceptance rate: 45%
- K. Krauskopf, J. Bertram, Y. P. Hsiao, S. Huber, **K. Panciera**, N. Sträfling, A. Wichmann, and J. van Aalst. “Memetic Processes as Conceptual Framework for Idea Improvement in Knowledge Building”. *Proceedings of ICLS 2012*.
- K. Panciera**, M. Masli, and L. Terveen. ““How should I go from __ to __ without getting killed?”: Motivation and Benefits in Open Collaboration”. *Proceedings of WikiSym 2011*.
 Acceptance rate: 42%
- K. Panciera**, R. Priedhorsky, T. Erickson, and L. Terveen. “Lurking? Cyclopaths? A Quantitative Lifecycle Analysis of User Behavior in a Geowiki”. *Proceedings of CHI 2010. Honorable Mention, Best Paper. (Top 5% of submissions.)*
 Acceptance rate: 22%
- K. Panciera**, A. Halfaker, and L. Terveen. “Wikipedians are Born, Not Made: A Study of Power Editors in Wikipedia”. *Proceedings of GROUP 2009*.
 Acceptance rate: 36%
- R. Priedhorsky, J. Chen, S. Lam, **K. Panciera**, L. Terveen, and J. Riedl. “Creating, Destroying, and Restoring Value in Wikipedia”. *Proceedings of GROUP 2007*.
 Acceptance rate: 29%
- K. Cannon, **K. Panciera**, and N. Papanikolopoulos. “Second Annual Robotics Summer Camp for Underrepresented Students”. *Proceedings of the 2007 Conference on Innovation and Technology in Computer Science Education*.
 Acceptance rate: 30%
- K. Cannon, M. LaPoint, N. Bird, **K. Panciera**, H. Veeraraghavan, N. Papanikolopoulos, and M. Gini. “Using Robots to Raise Interest in Technology Among Underrepresented Groups”. *IEEE Robotics and Automation Magazine*. June 2007.

HONORS &
AWARDS

National Science Foundation

Graduate Research Fellowship

2006 to 2009

Department of Computer Science and Engineering

University of Minnesota

Graduate Assistance in Areas of National Need Fellowship

2009 to 2011

Departmental Academic Excellence Fellowship

Spring 2006

Berea College

Olive Ruth Russell Fellowship

2005 to 2006

A competitive scholarship for Berea College women to pursue graduate study.

Ballard-McConnell-Willis Mathematics Scholarship

2003 to 2005

A competitive scholarship for math students at Berea College.

Honor Societies

Pi Mu Epsilon (National Math Honor Society)

inducted Spring 2004

Phi Kappa Phi (National Honor Society)

inducted Fall 2002

PRESENTATIONS

K. Panciera. *In the Beginning: The Early Lives of Users in Online Communities.* Grace Hopper Celebration of Women in Computing, September 2010.

K. Rozier, K. Walcott, and **K. Panciera.** *Choosing Your Building Bricks: How to Find Your Research Direction.* Grace Hopper Celebration of Women in Computing, October 2008.

K. Panciera. *Second Annual Robotics Summer Camp for Underrepresented Students.* Conference on Innovation and Technology in Computer Science Education, June 2007.

K. Panciera. *Technology Outside the Bubble.* Pi Mu Epsilon Student Conference, Miami University (Oxford, OH), October 2005.

WORKSHOPS
(LEADER)

A. Forte, S. P. Goggins, S. Sawyer, D. Rotman, M. Twidale, C. Sims, K. Shankar, B. Butler, **K. Panciera**, and H. Mentis. *Socio-Technical Research: Connecting Disciplines in the iSchools.* iConference, February 2011.

S. P. Goggins, A. Forte, S. Sawyer, D. Rotman, M. Twidale, C. Sims, K. Shankar, B. Butler, **K. Panciera**, and H. Mentis. *Sharing the Socio-Technical Workshop Results: An Alternative Event with Alternate Endings.* iConference, February 2011.

C. Aragon, M. Gini, and **K. Panciera.** *How Do I Become a Researcher?* Grace Hopper Celebration CRA-W Career Mentoring Workshop, September 2010.

WORKSHOPS
(PARTICIPANT)

Collaboration and Social Computing in Emerging Financial Services at CSCW 2015. Vancouver, BC. March 2015.

Summer Social Webshop at the University of Maryland. College Park, MD. August 2012.

WORKSHOPS
(CONTINUED)

SAVI Planning Workshop: Towards a Virtual Institute for the Measurement, Evaluation and Management of Open Online Communities. Syracuse, NY. July 2012

Doctoral Consortium at WikiSym 2011.
Palo Alto, CA. October 2011.

Making Sense of Social Media: Empirical Research and Future Directions.
Swabian Alb, Germany. August 2011.

Human Computer Interaction Consortium (HCIC) 2011.
Pacific Grove, CA. June 2011.

Doctoral Symposium at the Social-Computational Systems Workshop.
Minneapolis, MN. June 2011.

Summer Research Institute, Consortium for the Science of Sociotechnical Systems
Stevenson, WA. June 2010.

Approaching Amateurs Workshop at GROUP 2009.
Sanibel Island, FL. May 2009.

POSTERS

K. Panciera. *Then When and Why of User Participation.* WikiSym, October 2011.

K. Panciera. *User Lifecycles in Cyclopath: A Survey of Users.* iConference, February 2011.

K. Panciera, R. Priedhorsky, A. Halfaker, T. Erickson, and L. Terveen. *Wikipedians? Cyclopaths? A Quantitative Analysis of Power Users in Online Communities.* MinneWIC, February 2010. **Winner, Best Graduate Poster.**

K. Panciera, M. Cardoso, and A. Rouben. *Wikipedians Over Time: A Comparative Study of User Contributions.* Grace Hopper Celebration of Women in Computing, October 2007.

SERVICE

**Department of Computer Science and Engineering
University of Minnesota**

Director of Graduate Studies Advisory Council	2007-2008
Ph.D. Student Evaluation Process Committee	2007-2008
Computer Science Graduate Association President	2007-2008
Computer Science Graduate Association Secretary	2006-2007

Berea College

Math and Computer Science Club President	2004-2005
Department of Math and Computer Science Faculty Recruiting Committee	2005
Math and Computer Science Club Secretary/Treasurer	2003-2004
Concert Choir Secretary/Treasurer	2002-2003

Coach for Interaction Design Studio (CS 247)

Winter 2015

Stanford University
Stanford, CA

I worked with a project team of three undergraduates to help them define and iterate on their design project (from foundational research through initial prototypes), as well as giving feedback and support throughout the course.

Technology Committee

Fall 2011 to Jan. 2013

Plymouth Congregational Church
Minneapolis, MN

I served on the technology committee which aimed to improve technology usage of the church through many different facets. During my tenure we worked to redesign the church website. As part of the process, I created wireframes, analyzed Google Analytics reports, and planned ways to engage congregants in the design process.

Whittier Elementary School Math Tutor

Jan 2007 to June 2009

Minneapolis, MN

Most recently, I spent an hour or more a week working with several second-grade girls on basic arithmetic. We worked in English and (rudimentary) Spanish. I have also worked with students in kindergarten, first, fourth, and fifth grade.

University of Minnesota Technology Day Camp

August 2005, 2006, 2007

Minneapolis, MN

In 2005, I served as a graduate student assistant during the week long robotics and technology camp. In 2006, I helped lead the camp as the primary assistant to the organizer. In 2007, I was one of the two organizers and led a group of students for the week. In addition, I was involved in scheduling, curriculum design, and other planning. The camp was designed to entice Latino, African-American, and female middle schoolers to pursue further studies in Computer Science.

Program Committee

2014 International Symposium on Wikis and Open Collaboration (OpenSym)

2012 International Symposium on Wikis and Open Collaboration (WikiSym)

Operations Committee

2014 Conference on Human Factors in Computing Systems (CHI) - Social Media Co-Chair

2013 Conference on Human Factors in Computing Systems (CHI) - Social Media Co-Chair

Conference Reviewer

CHI (2010, 2011, 2012, 2013, 2014, 2015, 2016)

Conference on Computer Supported Cooperative Work (CSCW) (2011, 2012, 2013, 2014, 2015, 2016)

International AAAI Conference on Weblogs and Social Media (ICWSM) (2011, 2012)

Conference on Innovation & Technology in Computer Science

Education (ITiCSE) (2007, 2010, 2011)

Usability Professionals' Association International Conference (UPA) (2011)

SERVICE (CONTINUED)	Conference Reviewer (continued) iConference (2011) Technical Symposium on Computer Science Education (SIGCSE) (2008, 2011) International Symposium on Wikis and Open Collaboration (WikiSym) (2009, 2010, 2012, 2013, 2014) IEEE International Conference on Robotics and Automation (ICRA) (2006, 2009) International World Wide Web Conference (WWW) (2008) IEEE/RSJ International Conference on Intelligent Robots and Systems (IROS) (2007)
PROFESSIONAL MEMBERSHIPS	Association for Computing Machinery (ACM) ACM Special Interest Group on Computer-Human Interaction ACM Special Interest Group on Computer Science Education Computer Science Teachers Association User Experience Professionals' Association