

# Corey B. Jackson

## Curriculum Vitae

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## Research Agenda

My research centers on identifying the socio-technical arrangements that enhance learning and motivation among contributors to human computer systems - specifically, I implement and evaluate design epistemologies that improve user experience in virtual citizen science projects.

## Education

- 2019 **Ph.D. in Information Science & Technology**, School of Information Studies, Syracuse University.  
Dissertation Title: Characterizing Novelty as a Motivator in Online Citizen Science  
Committee: Kevin Crowston (Chair), Dan Cosley, Catsten Østerlund, Jeffery Saltz, Steve Sawyer, Bryan Semaan
- 2012 **Master of Science in Library & Information Science**, University of Illinois Urbana-Champaign, Urbana, Illinois.
- 2010 **Bachelor of Arts in Political Science**, University of Illinois Urbana-Champaign, Urbana, Illinois.

## Employment

- 2019-Current **Postdoctoral Scholar**, School of Information, University of California, Berkeley.
- 2018-2020 **Lecturer**, School of Information Studies, Syracuse University.
- 2018-2019 **Lecturer**, School of Information, University of California, Berkeley.
- Summer 2016 **Research Intern**, IBM, Almaden Research Center.  
Research Advisors: Laura Anderson and Cheryl Kieliszewski
- Summer 2012 **Systems Analyst Intern**, Allstate Insurance.

## Awards

- 2019 ASIS&T SIG SI Social Informatics Best Paper Honorable Mention Award, “Folksonomies to Support Coordination and Coordination of Folksonomies”. Computer Supported Cooperative Work (CSCW), 2019.
- 2012 GSLIS Berger Entrepreneurial Promise Award.

## Research Grants and Gifts

### Fellowships

- Research Data Alliance/United States Fellowship, 2015
- i3 PhD Teaching Fellowship, 2015
- Science, Technology, Engineering, and Mathematics (STEM) Fellowship, 2013-2015
- Elizabeth Liddy Fellowship, 2013-2015
- Graduate Assistance in Areas of National Need (GAANN) Fellowship, 2012-2013
- Midwest Access Program Fellowship, 2010-2012

Freeman Study Abroad Fellowship, 2006

### Travel Grants

Ubi-Comp, 2018

Conference on Online Social Networks (COSN), 2014

### Federal Grants

NSF CRII-1464347 - SaTC: Privacy-Enhancing User Interfaces Based on Individualized Mental Models

Investigators: Yang Wang (PI); Period: 2015-2017; Amount: \$175,586 (Co-authored grant)

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## Publications

### Working Papers

Jackson, C.B. with Crowston, K., Harandi, M., Østerlund, C., and Yang, W. Please Say Shibboleth: The Language Socialization of Volunteers in Virtual Citizen Science.

Jackson, C.B. with Crowston, K., and Østerlund, C. Working in the Shadows: The Anonymous Behaviors of Volunteers in Citizen Science.

### Under Review

Jackson, C.B. Motivating Contributions to Virtual Citizen Science Projects through Novelty Cues.

### Refereed Journal Publications (total: 9)

- Accepted Jackson, C.B., Crowston, K., Harandi, M., Østerlund, and Trouille, L. Shifting forms of Presence: Volunteer Learning in Online Citizen Science. *Proc. ACM Hum.-Comput. Interact.*
- 2020 Jackson, C.B., Østerlund, C., Crowston, K., Harandi, M., Allen, S., Bahaadini, S., Coughlin, S., Katsaggelos, A., Larson, S., Rohani, N., Smith, J., Trouille, L., Zevin, M. Teaching Citizen Scientists to Categorize Glitches using Machine Learning Guided Training. *Computers in Human Behaviour*, 105, 106198. doi: 10.1016/j.chb.2019.106198.
- Østerlund, C., Crowston, K., Jackson, C.B. Building an apparatus: Refractive, reflective and diffractive readings of trace data. *Journal of the Association for Information Systems (JAIS)*, 21(1), article 10. doi: 10.17705/1jais.00590.
- Crowston, K., Østerlund, C., Lee, T., Jackson, C.B., Harandi, M., Allen, S., Bahaadini, S., Coughlin, S., Katsaggelos, A., Larson, S., Rohani, N., Smith, J., Trouille, L., Zevin, M. Knowledge Tracing to Model Learning in Online Citizen Science Projects. *IEEE Transactions on Learning Technologies (TLT)*, 13(1), 123–134. doi: 10.1109/TLT.2019.2936480.
- 2019 Coughlin, S. Bahaadini, S., Rohani, N., Zevin, M., Patane, O., Harandi, M., Jackson, C.B., Noroozi V., Allen, S., Areeda, J., Coughlin, M., Ruiz, P., Berry, C P L., Crowston, K., Østerlund, C., Smith, J.R., Trouille, L., Kalogera, V. Classifying the unknown: Discovering novel gravitational-wave detector glitches using similarity learning. *Physical Review D*, 99(8), 082002. doi: 10.1103/PhysRevD.99.082002.
- 2018 Jackson, C.B., Crowston, K., Østerlund, C. Did they login?: Patterns of Anonymous Contributions in Online Communities. *Proc. ACM Hum.-Comput. Interact.* 2, CSCW, Article 77 (November 2018), 16 pages. DOI:https://doi.org/10.1145/3274346.
- Jackson, C.B., Crowston, K., Østerlund, C., Harandi, M. Folksonomies to Support Coordination and Coordination of Folksonomies. *Computer Supported Cooperative Work (CSCW)*, 27(3–6), 647–678. doi: 10.1007/s10606-018-9327-z.

Jackson, C.B., Wang, Y. Addressing Privacy Discrepancy through Personalized Notifications. *Proc. ACM Interact. Mob. Wearable Ubiquitous Technol.* 2, 2, Article 68 (July 2018), 25 pages. DOI:<https://doi.org/10.1145/3214271>.

- 2015 Jackson, C.B., Huang, Y., Kasowitz-Scheer, A.S. Face-to-Face Matters: Inspirations from the Human Library. *International Journal of Mobile Human Computer Interaction*, 7(3), pp. 42-54.

### Referred Conference Proceedings (total: 8)

- 2020 Harandi, M., Crowston, K., Jackson, C.B., Østerlund, C. The Genie in the Bottle: Different Stakeholders, Different Interpretations. In *Proceedings of the Hawai'i International Conference on System Sciences (HICSS-53)*, Wailea, HI, 8–11 January.

- 2019 Jackson, C.B., Østerlund, C., Harandi, M., Kharwar, D., Crowston, K. Linguistic Changes in Online Citizen Science: A Structural Perspective. In *Proceedings of the International Conference on Information Systems (ICIS 2019)*, Munich, Germany, 15–18 December.

- 2016 Jackson, C.B., Crowston, K., Mugar, G., Østerlund, C. “Guess what! You’re the first to see this even” Increasing Contribution to Online Production Communities. In *Proceedings of the ACM Conference on Supporting Groupwork (GROUP 2016)*, Sanibel Island, FL, 12–16 October. doi: 10.1145/2957276.2957284.

Jackson, C.B., Østerlund, C., Maidel, V., Crowston, K., and Mugar, G. Which Way Did They Go? Newcomer Movement through the Zooniverse. In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2016)*, San Francisco, CA, 27 February–2 March. doi: 10.1145/2818048.2835197.

- 2015 Mugar, G., Østerlund, C., Jackson, C.B., and Crowston, K. Being present in online communities: learning in citizen science. In *Proceedings of the International Conference on Communities and Technologies (C&T 2015)*, Limerick, Ireland.

- 2014 Jackson, C.B., Østerlund, C., Crowston, K., Mugar, G., Hassman, K.D. Motivations for Sustained Participation in Citizen Science: Case Studies on the Role of Talk. In *Proceedings of the Hawai'i International Conference on System Sciences (HICSS-48)*, Koloa, HI, 5–8 January. doi: 10.1109/HICSS.2015.196.

Mugar, G., Østerlund, C., Hassman, K.D., Crowston, K., and Jackson, C.B. Planet hunters and seafloor explorers: legitimate peripheral participation through practice proxies in online citizen science. In *Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2014)*, Baltimore, MD, 15–19 February. doi: 10.1145/2531602.2531721.

- 2013 Hassman, K.D., Mugar, G., Østerlund, C., Jackson, C.B. Learning at the Seafloor, Looking at the Sky: The Relationship Between Individual Tasks and Collaborative Engagement in Two Citizen Science Projects. In *Proceedings of the International Conference on Computer Supported Collaborative Learning (CSCL 2013)* Madison, WI.

### Referred Short Conference Papers (total: 3)

- Accepted Jackson, C.B., Anderson, L., and Kieliszewski, C.A. Methodological Reinforcements: Investigating Work through Trace Data and Text. In *International Conference on Applied Human Factors and Ergonomics (AHFE)*.

- 2018 Jackson, C.B., Crowston, K., and Østerlund, C. Working in the Shadows: A Cross-Case Analysis of Anonymous Contributions in Online Citizen Science Communities. Presentation at *InfoSocial*, Northwestern University, Evanston, IL.

- 2016 Østerlund, C., Crowston, K., Jackson, C.B. The hermeneutics of trace data: Building an apparatus. Presentation at the *IFIP Working Group 8.2 Working Conference (IFIP 8.2)*, Dublin, Ireland, 9- 10 December.

### Referred Conference Posters (total: 6)

- 2016 Encouraging work in citizen science: Experiments in goal setting and anchoring (with K. Crowston, G. Mugar and C. Østerlund). Poster at the *ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW 2016)*, San Francisco, CA, 27 February–2 March. doi: 10.1145/2818052.2869129.
- 2015 Beyond data management: Exploring new roles for librarians in citizen science projects (with K. Hassman, C. Østerlund, G. Mugar & K. Crowston). Poster presented at the *Citizen Science Conference, San Jose, CA, 11–12 February*.
- 2014 Event-based analysis of a citizen science community: Are new non–sustained users included? (with C. Østerlund, C. B. Jackson, G. Mugar & K. D. V. Hassman). Poster at the *iConference 2014*, Berlin, Germany, 4–7 March.

Jackson, C.B., Østerlund, C., Mugar, G., Crowston, K., Hassman, K.D. Networks of Influential Participants: Information Diffusion in Citizen Science. *Presented at the ACM conference on Online social networks (COSN 2014)*, Dublin, Ireland, 1–2, October.

Jackson, C.B. Event Based Analysis of a Citizen Science Community: Are New and Non-Sustained Users Included? *In Proceedings of the iConference (iConference 2014)*, Berlin, Germany.

- 2013 Hassman, K.D., Mugar, G., Østerlund, C., Jackson, C.B. Learning at the Seafloor, Looking at the Sky: The Relationship Between Individual Tasks and Collaborative Engagement in Two Citizen Science Projects. *In Proceedings of International Conference on Computer Supported Collaborative Learning (CSCL 2013)*, Madison, WI.

### Workshop Presentations (total: 2)

- 2016 Østerlund, C., Mugar, G., Jackson, C.B., Crowston, K. Typologies of Learning in Open Online Collaborative Communities. In Thomas Ludwig, Karin Hansson, Michael Muller, Tanja Aitamurto, Neha Gupta (Eds.), *International Reports on Socio-Informatics (IRSI), Proceedings of the CSCW 2016 – Workshop: Toward a Typology of Participation in Crowdwork*, 13(1), 15–22).
- 2015 Mugar, G., Østerlund, C., Jackson, C.B., Crowston, K. Learning and Motivation in the Zooniverse. Presented at workshop on Advancing an industry/academic partnership model for open collaboration research. *In Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW 2015)*. Vancouver, BC, Canada.

### Presentations at Scientific Meetings (total: 2)

- 2014 Socializing the Crowd: Learning to Talk in Citizen Science (with Østerlund, C., Mugar, G., Hassman, K.D., Crowston, K.). Presentation at the OCIS Division, *Academy of Management Conference*, Philadelphia, PA, 1–5 August.
- 2016 The hermeneutics of trace data: Building an apparatus (with C. Østerlund and K. Crowston). Presentation at the *IFIP Working Group 8.2 Working Conference (IFIP 8.2)*, Dublin, Ireland, 9–10 December.

### Thesis

- 2019 Characterizing Novelty as a Motivator in Online Citizen Science. Dissertations - ALL. 1046. Available: <https://surface.syr.edu/etd/1046>.

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## Invited Talks and Other Presentations

- 2020 Advancing Citizen Science Research: Learning, Motivation, and Beyond. Presented at the Information School, Madison, Wisconsin.
- Advancing Citizen Science Research: Learning, Motivation, and Beyond. Presented at the University of Pittsburgh, School of Computing and Information, Pittsburgh, Pennsylvania.
- 2019 Citizen Science: Understanding Online User Behaviors and Technologies. Presented at the Information School, Madison, Wisconsin.
- 2015 Voices from the Field. Presented at the GEM GRAD Lab (Getting Ready for Advanced Degree Laboratory), Syracuse, New York.
- Ethnography in Citizen Science. The 2nd Annual Graduate Research Symposium, Syracuse University, March 20-21, 2015, Syracuse, NY.
- 2013 Data and Ethics in Citizen Science. 7th Research Data Alliance Plenary, Paris, France.

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## Teaching

- 2020 **W201**, Research Design and Applications for Data and Analysis, 2 sections.  
University of California Berkeley, School of Information  
**IST 687**, Applied Data Science.  
Syracuse University, School of Information Studies
- 2019 **W201**, Research Design and Applications for Data and Analysis, 7 sections.  
University of California Berkeley, School of Information  
**IST 687**, Applied Data Science.  
Syracuse University, School of Information Studies
- 2018 **W201**, Research Design and Applications for Data and Analysis, Instructor, 4 sections.  
University of California Berkeley, School of Information  
**IST 687**, Applied Data Science.  
Syracuse University, School of Information Studies
- 2015 **NA**, *Programming in Python*.  
Teaching Fellow, iSchool Inclusion Institute (i3), University of Pittsburgh  
**IST 444**, Information Reporting and Presentation.  
Teaching Assistant, Syracuse University, School of Information Studies
- 2014 **IST 755**, Strategic Information Management.  
Teaching Assistant, Syracuse University, School of Information Studies
- 2013 **IST 755**, Strategic Information Management.  
Teaching Assistant, Syracuse University, School of Information Studies
- 2012 **IST 687**, Applied Data Science.  
Teaching Assistant, Syracuse University, School of Information Studies

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## Service

### Referee for Journal Articles

The Journal of Information Technology

The Journal of Collaborative Computing and Work Practices (CSCW)

### Referee for Conference Proceedings

The International Conference on Information Systems (ICIS)  
ACM/SigCHI Conference in Human Factors in Computing (CHI)  
ACM/SigCHI Conference on Computer Supported Collaborative Work (CSCW)  
Symposium on Usable Privacy and Security (SOUPS)  
Hawai'i International Conference on System Sciences (HICSS)  
iConference

### Committee Work

Doctoral Committee, School of Information Studies, Syracuse University, 2013-2013, 2016-2017  
Faculty Search Committee, School of Information Studies, Syracuse University, 2015-2016  
Faculty Committee Rep., School of Information Studies, Syracuse University, 2014-2015  
Senator, Graduate Student Organization, Syracuse University, 2013-2014  
University Senator, Syracuse University, 2013-2014  
University Senate Research Committee, Syracuse University, 2013-2014  
Dean of Students Search Committee Member, University of Illinois Urbana-Champaign, 2007-2008  
Senate Sub-Committee on Student Discipline, University of Illinois Urbana-Champaign, 2006-2009

### Undergraduate Student Mentoring

Philip Lee, Syracuse University  
Noah David Leiboff, Syracuse University  
Eddie Huang, University of Illinois Urbana-Champaign  
Tajanae Harris, Syracuse University

### Graduate Student Mentoring

Netra Prakash Kayastha, Syracuse University  
Amruta Bhat Syracuse University  
Dhruv Kharwar, Syracuse University, research practicum on linguistic changes, (work led to ICIS publication)  
Saurabh Patel, Syracuse University  
Akshay Bagde, Syracuse University  
Jay Park, Syracuse University  
Wenzhe Yang, Syracuse University

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## Press

- 2016 **Daily Orange**, "*Syracuse University researchers continue to further gravitational wave research*".
- 2015 **Symmetry Magazine**, "*Citizen scientists join search for gravitational waves*".  
**ischool.syr.edu**, "*Ph.D. Student Jackson Receives Two Prestigious Fellowships*".
- 2014 **Syracuse.com**, "*Student startups win thousands at Emerging Talk event*".
- 2009 **ischool.illinois.edu**, "*Grant Awarded to Illinois Students Helps Bring Laptops to São Tomé, Africa*".