

# Priyank Chandra

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## Education

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| University of Michigan, Ann Arbor                        | Michigan, USA          |
| PhD, School of Information (Advisor: Prof. Joyojeet Pal) | 2013 – 2018 (Expected) |
| Indian Statistical Institute – Delhi                     | New Delhi, India       |
| MS in Quantitative Economics                             | 2007 - 2009            |
| Visvesvaraya Technological University                    | Bangalore, India       |
| BE in Electronics & Communication                        | 2002 – 2006            |

## Summary

As an HCI/ICTD researcher, my research - qualitative and quantitative - primarily focuses on technology appropriation and use in the Global South

## Publications

### Peer-Reviewed Papers:

- Pal, J., **Chandra, P.**, et al. (Forthcoming 2018). Innuendo as outreach: @narendramodi and the use of political irony on Twitter. *International Journal of Communication*.
- **Chandra, P.** (2017). Informality and Invisibility: Traditional Technologies as Tools for Collaboration in an Informal Market. In Proceedings of the SIGCHI conference on human factors in computing systems. ACM. (**Honorable Mention**)
- **Chandra, P.**, Ahmed, S.I., Pal, J. (2017). Market Practices and the Bazaar: Technology Consumption in Urban ICT Markets in the Global South. In Proceedings of the SIGCHI conference on human factors in computing systems. ACM.
- Pal, J., Viswanathan, A., **Chandra, P.**, et al. (2017). Agency in assistive technology adoption: Visual impairment and smartphone use in Bangalore. In Proceedings of the SIGCHI conference on human factors in computing systems. ACM.
- **Chandra, P.** (2016). Order in the Warez, Scene: Explaining an Underground Virtual Community with the CPR Framework. In Proceedings of the 2016 CHI Conference on Human Factors in Computing Systems (pp. 372-383). ACM.
- Pal, J., **Chandra, P.**, et al. (2016) An Accessibility Infrastructure for the Global South, at ICTD 2016, Ann Arbor
- Pal, J., **Chandra, P.**, & Vydiswaran, V. V. (2016). Twitter and the Rebranding of Narendra Modi. *Economic & Political Weekly*, 51(8), 53.
- Pal, J., Youngman, M., O'Neill, T., **Chandra, P.**, & Semushi, C. (2015). Gender and accessibility in Rwanda and Malawi. In Proceedings of the Seventh International Conference on Information and Communication Technologies and Development (p. 5). ACM.

### Peer-Reviewed Notes and Workshop Papers:

- Kameswarana, V., Marathe, M., **Chandra, P.**, et al. (2017). Usability in the field: Reflections from an HCI4D project in rural West Bengal, at HCIXB, CHI 2017, USA
- Marathe, M., **Chandra, P.**, et al. (2016) In search of missing pieces: A re-examination of trends in ICTD research, at ICTD 2016, Ann Arbor
- **Chandra, P.** (2016). Across the Borders of Legality: Leveraging Pirate Infrastructures, at *HCI4D Across Borders*, CHI 2016, USA

- **Chandra, P.,** & Jones, J. (2015). Assistive Technologies and Autonomy in a Cyborg World. In Proceedings of the Seventh International Conference on Information and Communication Technologies and Development (p. 31). ACM.

#### **Papers currently under review:**

- **Chandra, P.,** Pal, J. Twitter Adoption, Self-Presentation and Party Politics in India
- **Chandra, P.,** Pal, J. Assistive Technologies and Software Piracy in a Cyborg World
- Pal, J., **Chandra, P.,** et al. Digital payment and its discontents: Street shops and the Indian government's push for cashless transactions
- Chakraborty, S., Pal, J., **Chandra, P.,** and Romero, D. Turning Tweets into News: A Case Study of the Traditional Media Reach of Narendra Modi's Twitter Feed
- Gonawela, A., Pal, J., Thawani, U., Vlugt, V.V., Out, W., **Chandra, P.** Attack or Insult: Populist Style and Antagonistic Messaging on Twitter of Donald Trump, Narendra Modi, Nigel Farage, and Geert Wilders

## **Graduate Level Teaching**

- SI – 622, Needs assessment and usability evaluation, Winter 2017, University of Michigan, Ann-Arbor
- SI – 501, Contextual Inquiry and User Needs Assessment, Winter 2016, University of Michigan, Ann-Arbor
- SI – 330, Data Manipulation, Fall 2015, University of Michigan, Ann-Arbor
- SI – 500, Information in Social Systems, Fall 2014, University of Michigan, Ann-Arbor
- Course Design, Tom Stoppard's Arcadia: Order and Chaos, 2012, Srishti School of Art, Design and Technology

## **Funding and Awards**

#### **Fellowship and Research Grants**

- Rackham One-Term Dissertation Fellowship (\$9,869 + candidacy tuition and registration fee)
- Rackham International Research Award (\$6500)
- Rackham Summer/Spring Research Grant 2016 (along with Prof. Joyojeet Pal) (Awarded a .50 graduate student research assistantship)

#### **Co-curricular Grants**

- Rackham Conference Travel Grant 2015, 2016, 2017
- UMSI Travel Grant 2015, 2016, 2017
- Rackham Graduate Student Research Grant 2015, 2017 (\$4500)
- ICTD Conference Grant 2015

#### **Awards**

- Exposition 2016 – Inspiration, Innovation & Impact Award (Best Overall): Sophus Q&A App (\$2000)
- Exposition 2016 – Academic/Research Award: DoIIIT Together (\$2000)
- UPTEC Talent Search Scholarship

## **Activities**

#### **Panels and Workshops:**

- **Chandra, P.,** Guberek, T., Martell, A. (2016), Bridging ICTD and Human Rights and Technology (HR-Tech), at ICTD 2016, Ann Arbor, USA
- **Chandra, P.,** Pal, J. (2015), Quantitative Research Methods workshop at CIS, Bangalore, India

#### **Invited Talks:**

- **Chandra, P.** (2017), "Informality and Invisibility" at Digital Organisation and Society Theme Group Research Away Day, Royal Holloway University of London, UK
- **Chandra, P.** (2017), "Informal Technology Markets in the Global South" at London School of Economics, UK

- **Chandra, P.** (2015), “Informality and Systemic Flexibility in a Local ICT Market”, at Michigan Inaugural ICTD Symposium, Ann Arbor, Michigan, USA
- **Chandra, P.** (2015), “Piracy, Service Centers and Informal Markets – a mixed methods study”, at Microsoft Research Labs and CIS India, Bangalore, India

#### Academic Projects and Term Papers:

- **Chandra, P.** (2009), Evolution of trust – Designing a coordination game to study the dynamics of trust
- **Chandra, P.** (2006), Simulating computational protein folding using genetic algorithms
- **Chandra, P., et al.** (2006) Designing a low-cost indigenous AHRS (flight navigation) system for Unmanned Aerial Vehicles (at ADE, Bangalore under Varsha Agarwal, Scientist ‘D’)

#### Service Activities

- Program Committee, CHI 2017 Late-Breaking Work
- Demo Chair, ICTD Conference, 2016
- Reviewer - ICTD Conference 2015, CSCW 2017, CHI 2017
- Volunteer - CHI 2017, ICWSM 2014
- Doctoral Executive Committee, School of Information (2014 – 2015)
- Diversity Committee, School of Information (2014 – 2015)
- President, Indian Statistical Institute Film Club (2007 – 2009)

## Professional Experience

### New York University – Abu Dhabi

#### Visiting Researcher

- Qualitative study exploring how low-digital literate consumers navigate marketplaces with respect to purchasing technology goods

October 2017 -  
Current

### Google

#### User Experience Research Intern

- Mixed methods longitudinal diary study to investigate wayfinding behaviour and navigation needs of commuters in India

London,  
United Kingdom,  
May – August 2017

### University of Michigan

#### Graduate Student Research Assistant

- **Social Media:** Twitter adoption by Indian Politicians
  - Statistical and network analysis of Twitter adoption; Qualitative coding of tweets; Coding tweets using machine learning/NLP and crowdsourcing
- **Accessibility:** ICT use amongst people with Visual Impairment
  - Statistical analysis of survey data; qualitative coding of interviews
- **Software Piracy:**
  - Scraping Bittorrent trackers to collect piracy statistics; interviews and online ethnography to investigate the sharing of copyrighted files on Wikipedia Zero; parsed and qualitatively coded forum posts
- Co-founded a maker studio to support research in interdisciplinary computing and society research, focusing on interactive, intelligent, and distributing computing

Ann Arbor, USA  
2013-2017

### Technology for Emerging Markets group, Microsoft Research Labs, Bangalore

#### Visiting Researcher

- Mixed-methods research (ethnographic study and quantitative analysis) to estimate prevalence of software piracy and study the software piracy ecosystem at a local ICT market in Bangalore, India

Bangalore, India  
2015

## **Srishti School of Art, Design and Technology**

*Technology Consultant*

- Programmed and implemented tools to help automate the organization of media documentation for Drishya Learning Centers, an urban slum education initiative

Bangalore, India  
2013

## **Tata Consultancy Services**

*Sr. Business Analyst*

- Executed Universe Estimation and Sample Design projects for market research

Bangalore, India  
2012 – 2013

## **Mallya Aditi International School**

*Teaching Faculty/ Technology & Assessment Coordinator*

- Assessed the impact of technology-assisted learning in classrooms
- Designed and maintained interfaces to allow online interaction and collaboration between facilitators and students

Bangalore, India  
2010 – 2012

## **Hewlett Packard**

*Business Analyst*

- Conducted market research and statistical analysis to determine the effectiveness and reach of the HP Certification programs
- Initiated and managed automation protocols to create end-to-end systems to collect and collate data, process and run analyses, and dispatch reports

Bangalore, India  
2009 – 2010

## **Indian Statistical Institute**

*Summer Internship*

- Microfinance in India – Assessing matching in self-help groups

New Delhi, 2008

## **References**

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| <b>Joyojeet Pal</b><br>Assistant Professor of Information,<br>School of Information,<br>University of Michigan, Ann Arbor<br>USA<br><a href="mailto:joyojeet@umich.edu">joyojeet@umich.edu</a> | <b>Kentaro Toyama</b><br>W. K. Kellogg Associate Professor<br>School of Information,<br>University of Michigan, Ann Arbor<br>USA<br><a href="mailto:toyama@umich.edu">toyama@umich.edu</a> | <b>Syed Ishtiaque Ahmed</b><br>Assistant Professor,<br>Department of Computer Science (CS),<br>University of Toronto<br>Canada<br><a href="mailto:ishtiaque@cs.toronto.edu">ishtiaque@cs.toronto.edu</a> |
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