Priyank Chandra

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Education

Ph.D. Information Science University of Michigan, Ann Arbor Thesis: *Informality and Consumption: Navigating a Technology Marketplace in India*	2013 - 2019
M.S. in Quantitative Economics Indian Statistical Institute - Delhi, India	2007 - 2009
B.E. in Electronics & Communication Visvesvaraya Technological University, India	2002 - 2006

Selected Publications

Peer-Reviewed Papers:

Marketplaces, Informality, and HCI:

- **Chandra, P.,** & Chen J. (2019). Taming the Amazon: The Domestication of Online Shopping in India. In *Proceedings of the Tenth International Conference on Information and Communication Technologies and Development*. ACM. (ICTD 2019, Acceptance Rate: 20%)

- Pal, J., **Chandra, P.**, et al. (2018). Digital Payment and its Discontents: Street shops and the Indian Government's Push for Cashless Transactions. In *Proceedings of the 2018 SIGCHI conference on human factors in computing systems*. ACM. (CHI 2018, Acceptance Rate: 26%)

- **Chandra, P.** (2017). Informality and Invisibility: Traditional Technologies as Tools for Collaboration in an Informal Market. In *Proceedings of the 2017 SIGCHI conference on human factors in computing systems*. ACM. (CHI 2017, Acceptance Rate: 25%) ****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 2017 SIGCHI conference on human factors in computing systems*. ACM. (CHI 2017, Acceptance Rate: 25%)

Virtual Communities:

- **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. (CHI 2017, Acceptance Rate: 23%)

Accessibility and Technology Use:

- 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 2017 SIGCHI conference on human factors in computing systems*. ACM. (CHI 2017, Acceptance Rate: 25%)

- Pal, J., **Chandra, P.**, et al. (2016). An accessibility infrastructure for the Global South. In *Proceedings of the Eighth International Conference on Information and Communication Technologies and Development* (p. 24). ACM. (ICTD 2016, Acceptance Rate: 20%)

- 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. (ICTD 2015, Acceptance Rate: 19%)

Social Media and Politics:
- Gonawela, A., Pal, J., Thawani, U., Vlugt, V.V., Out, W., & **Chandra, P.** (2018) Attack or Insult: Populist Style and Antagonistic Messaging on Twitter of Donald Trump, Narendra Modi, Nigel Farage, and Geert Wilders. In *Proceedings of the European Conference on Computer Supported Cooperative Work (ECSCW)*. Springer. (ECSCW 2018, Acceptance Rate: 20%)
- Chakraborty, S., Pal, J., **Chandra, P.**, and Romero, D. (2018). Political Tweets and Mainstream News Impact in India: A Mixed Methods Investigation into Political Outreach. 1st *ACM SIGCAS Conference on Computing and Sustainable Societies* (COMPASS 2018, Acceptance Rate: 20%)
- Pal, J., **Chandra, P.**, et al. (2017). Innuendo as outreach: @narendramodi and the use of political irony on Twitter. *International Journal of Communication*. 11: 22.
- Pal, J., **Chandra, P.**, & Vydiswaran, V. V. (2016). Twitter and the Rebranding of Narendra Modi. *Economic & Political Weekly*, 51(8), 53.

Peer-Reviewed Notes and Workshop Papers:
- You, S. and **Chandra, P.** (2018). Integrating Autonomous Vehicles into Everyday Life: From Theory to Practice, at *the Conference on Autonomous vehicles in society: Building a research agenda*, USA
- Kameswaran, V., Marathe, M., and **Chandra, P.** (2018). Redefining the Landmark - Designing Navigation Tools for the Visually Impaired, at *HCIxB*, CHI 2018, Canada
- Kameswaran, 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. In *Proceedings of the Eighth International Conference on Information and Communication Technologies and Development* (p. 60). ACM. (ICTD 2016, Acceptance Rate: 20%)
- **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. (ICTD 2015, Acceptance Rate: 19%)

Papers currently under review:
- Assistive Technologies and Software Piracy in a Cyborg World
- Rumors and Collective Sensemaking: Managing Ambiguity in an Informal Marketplace

Graduate Level Teaching
- SI 582 Introduction to Interaction Design, Fall 2018, University of Michigan, Ann-Arbor
- 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

Mentoring

- Vaishnav Kameswaran (PhD Student, School of Information, University of Michigan, Ann Arbor)
- Aakanksha Parameshwar (Masters Student, School of Information, University of Michigan, Ann Arbor)
- Andre Gonawela (Undergraduate Student, LSA, University of Michigan, Ann Arbor)
- Udit Thawani (Undergraduate Student, LSA, University of Michigan, Ann Arbor)
- Tanya Madhani (Undergraduate Student, School of Information, University of Michigan, Ann Arbor)

Funding and Awards

Fellowship and Research Grants
- Rackham One-Term Dissertation Fellowship ($10200 + tuition, student and registration fees)
- 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, 2018
- UMSI Travel Grant 2015, 2016, 2017, 2018
- Rackham Graduate Student Research Grant 2015, 2017 ($1500 + $3000)
- 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:
- "Informality and Invisibility" at Digital Organisation and Society Theme Group Research Away Day (2017), at Royal Holloway University of London, UK
- "Informal Technology Markets in the Global South" (2017), at London School of Economics, UK

- "Informality and Systemic Flexibility in a Local ICT Market" (2015), at Michigan Inaugural ICTD Symposium, Ann Arbor, Michigan, USA
- "Piracy, Service Centers and Informal Markets - a mixed methods study" (2015), 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, ICTD Conference, 2019
- Program Committee, CHI 2017 Late-Breaking Work
- Demo Chair, ICTD Conference, 2016
- Reviewer - ICTD Conference 2015, 2016, 2019; CSCW 2017; CHI 2017, 2018, 2019
- 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

Researcher, University of Michigan, Ann Arbor, USA   2013 - 2018
- *Marketplace Research:* Qualitatively studied the challenges of online marketplaces integrating themselves to everyday shopping practices in Bangalore, India.
- *Social Media Research:* Led the analysis of Twitter adoption and use through statistical and network analyses of Twitter data along with qualitative coding of tweets.
- *Accessibility Research:* Led a team of researchers in analyzing surveys and interviews to study technology use amongst people with visual impairment in 5 countries.
- *Software Piracy:* Conducted interviews and online ethnography to investigate the sharing of copyrighted files on Wikipedia Zero, along with parsing and qualitatively coding forum posts.
- Co-founded a maker studio to support research in interdisciplinary computing and society research, focusing on interactive, intelligent, and distributing computing

Visiting Researcher, New York University - Abu Dhabi   Fall 2017
- Qualitatively studied how shoppers with low-digital literacy in Bangalore, India navigate offline and online marketplaces.

UX Research Intern, Google UK, London   Summer 2017
- Investigated wayfinding behavior and navigation needs of commuters in 3 cities in India using a mixed methods longitudinal diary study. Results contributed to Google Map's new "two-wheeler mode" for India along with guiding new design initiatives addressing women's safety needs.

- Conducted remote usability studies on Google Map's new start screen feature for India.

Visiting Researcher, Technology for Emerging Markets, Microsoft Research Labs, India   Summer 2015
- Independently conducted mixed-methods research using participant observation and quantitative analysis to estimate the prevalence of software piracy and study the piracy ecosystem in Bangalore, India.

Srishti School of Art, Design and Technology   Summer 2013
- Programmed and implemented tools to help automate the organization of media documentation for Drishya Learning Centers, an urban slum education initiative

Sr. Business Analyst, Tata Consultancy Services, India   2012 - 2013
- Executed Universe Estimation (UE) and Sample Design (SD) projects for market research. Analyzed market trends through statistical analysis of large datasets (>1GB) and provided insights about consumer behavior.

Technology & Assessment Coordinator, Mallya Aditi International School, India   2010 - 2012
- Independently analyzed the impact of technology-assisted learning in classrooms through quantitative analysis of assessment data and qualitative classroom observations

Business Analyst, Hewlett Packard   2009 - 2010
- Conducted market research and statistical analysis to determine the effectiveness and reach of the HP Certification programs.

References

- Joyojeet Pal, Associate Professor, School of Information, University of Michigan, Ann Arbor. USA joyojeet@umich.edu
- Kentaro Toyama, W. K. Kellogg Associate Professor, School of Information, University of Michigan, Ann Arbor, USA. toyama@umich.edu
- Jay Chen, Assistant Professor, Dept. of Computer Science, New York University - Abu Dhabi, UAE. jchen@cs.nyu.edu
- Syed Ishtiaque Ahmed, Assistant Professor, Department of Computer Science, University of Toronto, Canada, ishtiaque@cs.toronto.edu