

Elizabeth Fetterolf

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Education

Stanford University, Palo Alto, CA

- ❖ PhD Student in Communication, September 2023 - present
- ❖ Advisor: Angèle Christin

University of Oxford, Oxford, UK

- ❖ M.Sc. in Sociology with Distinction, September 2021
- ❖ Thesis: "It's Not Her Fault: Anthropomorphizing Amazon's Alexa on the Commodity Frontier"

Vassar College, Poughkeepsie, NY

- ❖ B.A. in Psychological Science and English, May 2017
- ❖ Cumulative GPA: 3.80, graduated with General Honors, Phi Beta Kappa

Research

Research Assistant at Microsoft Research (The Social Media Collective), Cambridge, MA

Supervised by Dr. Mary L. Gray, August 2021–June 2023

- ❖ Assisted researchers Drs. Mary L. Gray, Tarleton Gillespie, and Nancy Baym in their work on the sociocultural dynamics that underpin digital technologies.
- ❖ Conducted literature reviews on topics such as content moderation, remote work, community technology, and digital assistants.
- ❖ Analyzed and coded ethnographic data and historical source materials for Dr. Gray's projects on community healthcare workers and historical research ethics case studies.
- ❖ Co-authored peer-reviewed manuscripts, white papers, and internal briefs that bring a social science perspective to both the wider company and research community.

Research Assistant at University of Oxford, Department of Political Science, Oxford, UK

Supervised by Drs. Alexander Kuo and Jane Gingrich, March 2021–December 2021

- ❖ Conducted a literature review for a political science project on gender, risk, and redistribution preferences.
- ❖ Replicated existing studies and ran analyses around gender, risk, and education on large, existing datasets in Stata.

Research on Platform Care Work at University of Oxford, Oxford Internet Institute, UK

Supervised by Dr. Mark Graham, February 2021–April 2021

- ❖ Conducted a qualitative content analysis of Care.com worker profiles to investigate which workers are rendered more and less visible by the search algorithm, as well as how profiles generally communicate trust to potential clients.

Research Intern for Vassar's Sexual Assault and Violence Prevention Office, Poughkeepsie, NY

Supervised by Charlotte Strauss Swanson, MSW, May 2016–August 2016

- ❖ Conducted research on peer survivor support services at small liberal arts colleges nationwide.
- ❖ Identified areas of improvement for Vassar and developed an action plan that led to off-campus survivor support trips, new student leader training, and the formation of a Title IX Task Force.

Independent Study with Professor Donald Foster, Vassar College, Poughkeepsie, NY

Supervised by Dr. Donald Foster, January 2016–May 2016

- ❖ Assistant-edited Professor Foster's Player's Shakespeare Edition of *Measure for Measure*.
- ❖ Conducted research to support footnotes, punctuation, historical context, and theatrical photos.

Capstone Research Project at CIEE, University of Cape Town

Supervised by Fadia Willaims, July 2015–November 2016

- ❖ Investigated lack of accessibility in prison libraries, insufficient literature by authors of color, and general inequalities within the South African publishing industry.
- ❖ Conducted interviews and observational research in Pollsmoor prison

Selected Professional Experience

Program Director at Tutor Associates, New York, NY

March 2020–August 2020

- ❖ Managed clients and helped design student programs for a fast-paced, upscale tutoring firm in Manhattan
- ❖ Led projects around institutional knowledge maintenance and marketing content production.

Program Associate at Fractured Atlas, New York, NY

June 2017–February 2020

- ❖ Provided guidance and mentorship to artists navigating Fractured Atlas's programs and services.
- ❖ Reviewed and edited grant applications, donation appeals, and crowdfunding campaigns.

Digital Media Project Editing Intern at W.W. Norton & Company, Inc., New York, NY

June 2016–August 2016

- ❖ Aided in manuscript preparation for the digital *Norton Anthology of American Literature*.

Publications

Peer-reviewed

Ale Ebrahim, B., Gohring, T., Fetterolf, E Gray, M. (2023). Pronouns in the Workplace: Developing Sociotechnical Systems for Digitally Mediated Gender Expression. *CSCW '23: Computer Supported Cooperative Work and Social Computing*.

Fetterolf, E. (2022). It's Crowded at the Bottom: Trust, Visibility, and Search Algorithms on Care.com. *Journal of Digital Social Research*, 4(1), 49–72. <https://doi.org/10.33621/jdsr.v4i1.98>

Under review

Fetterolf, E., Hertog, E. (Revise and Resubmit for *Convergence*). It's Not Her Fault: Trust through Anthropomorphism in Young Adult Alexa Users.

Other published work

Teevan, J., Baym, N., Butler, J., Hecht, B., Jaffe, S., Nowak, K., Sellen, A., Yang, L., Ash, M., Awori, K., Bruch, M., Choudhury, P., Coleman, A., Counts, S., Cupala, S., Czerwinski, M., Doran, E., Fetterolf, E., Gonzalez Franco, M., ... Wan, M. (2022). *Microsoft New Future of Work Report 2022*. Microsoft. <https://www.microsoft.com/en-us/research/publication/microsoft-new-future-of-work-report-2022/>

Fetterolf, E. (2021, June 17). Who Cares If It's Human? Towards a Socialist Feminist Vision for Socially Reproductive AI. *engagée*, 10, 31–33. https://issuu.com/engagee/docs/issuee_engagee10

Fetterolf, E., Walling, A. (2020, December 22). A Socialist Vision for Feminist Anti-Violence Organizing. *Partisan Magazine*. <https://partisanmag.com/a-socialist-vision-for-feminist-anti-violence-organizing/>

In preparation

Liang, C., Fetterolf, E., Gray, M. (In preparation for *CHI*) A Disagreement Framework Towards KPIs for Social Change.

Fetterolf, E., Gray, M. (In preparation for *Catalyst*) The Human Talking Machine: Labor and Technospectacle at the 1939 World Fair.

Baym, N., Shifman, L., Persaud, C., Wagman, K., Fetterolf, E. (In preparation for *New Media & Society*) Intelligent Failures: Clippy Memes and the Limits of Digital Assistants.

Conferences, Workshops, and Invited Talks

2023 “The Human Talking Machine: Labor and Technospectacle at the 1939 World Fair” 4S 2023 Honolulu (Remote) with Mary Gray.

2023 “Caring Surveillance and Surveillant Care in Amazon’s Alexa Together” The Datafied Family: Algorithmic Encounters in Care, Intimacies, Routine and Play Workshop. University of Surrey, UK. Remote.

2022 “Caring Surveillance and Surveillant Care in Amazon’s Alexa Together” 4S/ESOCITE Joint Meeting. Cholula, Mexico.

2022 “It’s Not Her Fault: Anthropomorphizing Amazon’s Alexa on the Commodity Frontier.” Society for the Advancement of Socio-Economics 34th Annual Meeting 2022. University of Amsterdam. Amsterdam, Netherlands. July 2022.

2022 “It’s Not Her Fault: Anthropomorphizing Amazon’s Alexa on the Commodity Frontier.” Work and Family Researchers Network 2022 Conference. New York City, United States. June 2022.

2022 “It’s Not Her Fault: Trust, Resignation, and Anthropomorphism Among Young Adult Amazon Alexa Users.” Ethics in AI Research Seminar. Institute for Ethics in AI at the University of Oxford. Oxford, United Kingdom. April 2022.

2022 “It’s Not Her Fault: Trust, Resignation, and Anthropomorphism Among Young Adult Amazon Alexa Users.” Microsoft Research Whiteboard Talk. Microsoft Research New England. Cambridge, MA. January 2022.

2021 “Roundtable on the Future of Care Work” Panelist. Symposium on Human-Computer Interaction for Work (CHIWORK). Virtual. December 2021.

2021 “It’s Crowded at the Bottom: Trust, Visibility, and Search Algorithms on Care.com.” Conference on Graduate Research in Science and Technology Studies (GRiSTS). Harvard University, Cambridge MA. October 2021.

2021 “It’s Not Her Fault: Anthropomorphizing Amazon’s Alexa on the Commodity Frontier.” Workshop: The Future of Care Work. The 24th ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW). Virtual. October 2021.

Awards/Fellowships

- ❖ Stanford Graduate Fellowship (SGF) in Science and Engineering, 3 years of full fellowship funding at \$52,920 / year
- ❖ Recipient of Vassar’s Walter N. Maguire Fellowship Fund for Graduate Study Abroad for up to \$25,000

Professional Associations

- ❖ Work and Family Researchers Network (WFRN)
- ❖ Society for the Advancement of Socio-economics (SASE)
- ❖ Society for the Social Studies of Science (4S)
- ❖ LaborTech Research Network

Skills

- ❖ *Software*: NVivo, Dedoose, Marvin, Stata, Zotero, EndNote, Microsoft Office Suite, Google Suite, Salesforce, Zendesk, and Adobe Acrobat
- ❖ *Research training*: experience with statistical methods (linear and logistic regression models as well as basic statistics), in-depth, semi-structured interviews, content analysis, documentary analysis, ethnography, visual methodology, and grounded theory.