

LAUREN SCISSORS

User Experience Research Manager, Facebook

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EMPLOYMENT

User Experience Research Manager

Facebook

Menlo Park, CA

2015 - Present

User Experience Researcher

Facebook

Menlo Park, CA

2014 - 2015

Research Intern

IBM Research, Collaborative User Experience Research group

Cambridge, MA

Summer 2010

Research Intern

Pew Internet & American Life Project

Washington, D.C.

Summer 2007

EDUCATION

Ph.D., Media, Technology & Society

School of Communication

Northwestern University

Advisor: Darren Gergle

2013

Thesis: Room for Interpretation: The Role of Communication Channel and Self-Esteem in Romantic Couple Conflict

M.A., Media, Technology & Society

School of Communication

Northwestern University

2010

B.A., Psychology & Sociology (double major)

Northwestern University

Cum Laude

2006

Thesis (Psychology Honors): To Forgive or Not to Forgive: Destiny Beliefs, Attachment Anxiety, & Forgiveness

Thesis (Sociology): The Internet Connection: Navigating Social and Romantic Relationships through Instant Messenger

PUBLICATIONS

Journal Articles

Kalman, Y.M., **Scissors, L.E.**, Gill, A.G., & Gergle, D. (2013). Online chronemics convey social information. *Computers in Human Behavior*, 29(3), 1260-1269.

Ireland, M. E., Slatcher, R. B., Eastwick, P. W., **Scissors, L. E.**, Finkel, E. J., & Pennebaker, J. W. (2011). Language style matching predicts relationship initiation and stability. *Psychological Science*, 22(1), 39-44.

Finkel, E. J., Burnette, J. L., & **Scissors, L. E.** (2007). Vengefully ever after: Destiny beliefs, state attachment anxiety, and forgiveness. *Journal of Personality and Social Psychology*, 92, 871-886.

Refereed Conference Proceedings

Scissors, L., Burke, M., & Wengrovitz, S. (2016). What's in a Like? Attitudes and behaviors around receiving Likes on Facebook. In *Proceedings of CSCW 2016*, 1501-1510. New York: ACM Press.

Scissors, L. & Gergle, D. (2016). On the bias: Self-esteem biases across communication channels during romantic couple conflict. In *Proceedings of CSCW 2016*, 383-393. New York: ACM Press.

Scissors, L., Roloff, M.E., & Gergle, D. (2014). Room for interpretation: The role of self-esteem and CMC in romantic couple conflict. In *Proceedings of the ACM Conference on Computer-Human Interaction (CHI) 2014*, 3953-3962. New York: ACM Press.

Honorable Mention - Best of CHI 2014

Scissors, L.E., Gergle, D. (2013). Back and forth, back and forth: Channel switching in romantic couple conflict. In *Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW) 2013*, 237-248. New York: ACM Press.

Scissors, L., Shami, N.S., Ishihara, T., Rohall, S., & Saito, S. (2011). Real-time collaborative editing behavior in USA and Japanese distributed teams. In *Proceedings of the ACM Conference on Computer-Human Interaction (CHI) 2011*, 1119-1128. New York: ACM Press.

Scissors, L.E., Gill, A.G., Geraghty, K., & Gergle, D. (2009). In CMC we trust: The role of similarity. In *Proceedings of the ACM Conference on Computer-Human Interaction (CHI) 2009*, 527-536. New York: ACM Press.

Scissors, L.E., Gill, A.G., & Gergle, D. (2008). Linguistic mimicry and trust in text-based CMC. In *Proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW) 2008*, 277-280. New York: ACM Press.

Honorable Mention - Best of CSCW 2008

CONFERENCE PRESENTATIONS

Papers, Posters, Panels, Doctoral Colloquia

Peysakhovich, A., Backstrom, L., **Scissors, L.**, Wang, L., Virost Chiraphadhanakul, T., Bailey, M., & Li, J. (2016). Using Big and Small Data to Personalize the News Feed for Over 1 Billion People. Poster presented at *The Conference on Digital Experimentation @ MIT*, October 15, Cambridge, MA.

(2016) Drowning in Data: Industry and Academic Approaches to Mixed Methods in Holistic Big Data Studies (Panelist). Panel presented at the *2016 Conference of the International Communication Association*, Fukuoka, Japan.

Scissors, L.E. (2013). The Role of Communication Channel, Self-Esteem, and Message Interpretation in Romantic Couple Conflict. Paper presented at the *ICA Communication and Technology Doctoral Colloquium*, June 17, London.

Scissors, L.E. (2013). The Role of Communication Channel and Self-Esteem in Romantic Couple Conflict. *CSCW '13 Proceedings of the ACM 2013 conference on Computer Supported Cooperative Work Companion Pages*.

Scissors, L.E. (2013). The Role of Communication Channel, Self-Esteem, and Message Interpretation in Romantic Couple Conflict. Presented at the *iConference Doctoral Colloquium*.

Scissors, L.E. (2012). Making the Switch: Channel Switching in Romantic Couple Conflict. (Work-in-Progress paper). *CHI '12 Extended Abstracts on Human Factors in Computing Systems*, p.2627-2632. New York: ACM Press.

Scissors, L.E. (2012). We Had a “Text Fight”: Understanding the Role of Technology-mediated Communication in Romantic Couple Conflict. In *Leveraging Social Media for Managing Personal Relationships: From (re)connection to Conflict* (Symposium) at the 2012 Conference of the *International Association for Relationship Research*, Chicago, IL.

Scissors, L.E. (2012). We Had a “Text Fight”: Understanding the Role of Technology-mediated Communication in Romantic Couple Conflict. Paper presented at the *2012 Conference of the International Communication Association*, Phoenix, AZ.

Top 3 Student Paper – Communication and Technology Division

Kalman, Y., **Scissors, L.E.**, Gill, A.J., & Gergle, D. (2012). Online Chronemics Convey Social Information. Paper presented at the *2012 Conference of the International Communication Association*, Phoenix, AZ.

Scissors, L.E. (2011). We Like Each Other, Now What? Gender and Linguistic Strategies in Speed-Dating Follow-Up Emails. Paper presented at Oxford Internet Institute’s Symposium on Relationships and the Internet, Oxford, England.

Scissors, L.E. (2011). We Like Each Other, Now What? Examining Initial Email Messages from Speed-Date Matches. Paper presented at the *2011 Conference of the International Communication Association*, Boston, MA.

Kalman, Y.M., **Scissors, L.E.** & Gergle D. (2010). Chronemic aspects of chat, and their relationship to trust in a virtual team. Paper presented at the *5th Mediterranean Conference on Information Systems*, Tel-Aviv, Israel.

Scissors, L.E., Gill, A.J., Geraghty, K. & Gergle, D. (2010). “Trust through text: Examining linguistic similarity and trust in text chat.” Invited paper presented at the *Society for Personality and Social Psychology Annual Conference*, Las Vegas, NV.

Scissors, L.E., Gill, A.G., & Gergle, D. (2009). “You Can Trust Me,” “I Can Trust You”: Linguistic Accommodation and Trust in Text-based CMC. Paper presented at the *2009 Conference of the International Communication Association*, Chicago, IL.

Scissors, L.E. (2010). "Will U Go Out With Me? Examining Romantically-Motivated Emails." Poster presented at the *ACM Conference on Computer Supported Cooperative Work (CSCW) 2010*.

TEACHING EXPERIENCE

Instructor

Northwestern University, Department of Communications Studies

Communication, Technology & Interpersonal Relationships *Spring 2010, 2012*

(Communication Studies 394)

Developed new upper-level undergrad course in Comm. Studies

Independent Study *Spring 2013*

(Communication Studies 399)

Advised advanced undergraduate research project on analysis of Chinese magazine advertisements

Teaching Assistant

Northwestern University, Department of Communications Studies

Social Network Analysis *Spring 2013*

(Communication Studies 325 / Industrial Engineering & Management Sciences 341)

Instructor: Professor Noshir Contractor

Theories of Mediated Communication *Winter 2012, 2013*

(Communication Studies 270)

Instructor: Professor Ellen Wartella

Persuasion *Fall 2011*

(Communication Studies 205)

Instructor: Professor Daniel O'Keefe

Persuasive Images *Winter 2010*

(Communication Studies 275)

Instructor: Professor Irving Rein

GRE Teacher/ Tutor

Kaplan Test Prep and Admissions, Encino, CA

2006 – 2007

Invited Talks and Guest Lectures

Virtual Communities and Social Media *March 2015*

University of California, Berkeley, Instructor: Loi Sessions Goulet

Chicago Field Studies Program – Social Media *Fall 2012,*
Winter & Spring 2013

Northwestern University, Instructor: Noah Butler

The Centre for Research in Social Simulation *December 2011*

Department of Sociology at University of Surrey

Interpersonal Communication
Northwestern University, Instructor: Ben DiPaola

Fall 2010

Online Communities
Northwestern University, Instructor: Justine Cassell

Spring 2006

AWARDS, GRANTS & OTHER HONORS

Honorable Mention – Best of CHI	2014
Kellogg Dispute Resolution Research Center Grant (\$2400)	2012
Top 3 Student Paper – Communication and Technology Division (ICA)	2012
Honorable Mention – Best of CSCW	2008
Northwestern University Graduate School Travel Grant	2008 – 2011
Scholarship to attend the Grace Hopper Women in Computing Conference	2007
Departmental Honors, Psychology	2006
Departmental Honors, Sociology	2006
Senior Thesis with Distinction Award (Sociology)	2006
Phi Beta Kappa	2006
Undergraduate Research Grant (for Psychology thesis - \$750)	2005 – 2006
Dean’s List, Northwestern University	2003 – 2006

REVIEWING EXPERIENCE

Int’l AAAI Conference on Web and Social Media (ICWSM) 2016 – Senior Program Committee
ACM Conference on Computer-Human Interaction (CHI) 2016 – Doctoral Consortium Reviewer
ACM Conference on Computer-Supported Cooperative Work (CSCW) 2016 – Program Committee
ACM Conference on Computer-Supported Cooperative Work (CSCW) – Reviewer
ACM Conference on Computer-Human Interaction (CHI) – Reviewer
Conference of the International Communication Association (ICA) – Reviewer
New Media & Society – Reviewer
Journal of Computer Mediated Communication – Reviewer
Journal of Language and Social Psychology - Reviewer
Discourse Processes - Reviewer

ACTIVITIES & SERVICE

Mentor and Judge, HCI Design Studio class <i>Stanford University, Professor Michael Bernstein</i>	<i>March 2015</i>
Panel Member, “How do I begin to select and apply to graduate programs?” <i>Northwestern University PhD Preparation Program</i>	<i>October 2012</i>

Panel Member, “Do I want to Pursue a PhD?” <i>Northwestern University PhD Preparation Program</i>	<i>April 2012</i>
Guide, Intercultural Explorers Program <i>Peer mentor to new international graduate students at Northwestern</i>	<i>Fall 2011</i>
Host, Northwestern Externship Program (NEXT) <i>Mentor to undergraduates interested in pursuing graduate school</i>	<i>Spring 2009, 2012</i>
Board Member, Northwestern Female Researchers in Electrical Engineering and Computer Science (NU FREECS) <i>Winners of the ACM Chapter Excellence Award (2008) and the Advocacy Group of the Year Award (2007-2008) from Northwestern University Graduate Student Leaders</i>	<i>2007 – 2009</i>
Panel Member, “The Truth About Publishing” <i>Northwestern University</i>	<i>May 2009</i>
Panel Member, “The Truth About Grad School” <i>Northwestern University</i>	<i>April 2008</i>
Panel Member, WCAS session on undergraduate research <i>Northwestern University Preview NU Day</i>	<i>April 2008</i>