

Song Mi Lee

University of Michigan School of Information
105 South State Street
Ann Arbor, MI 48109

songmil@umich.edu
<https://www.linkedin.com/in/songmilee/>
<https://songmilee.com/>

Research Areas

Information seeking and sharing behavior; Human-computer interaction; Information literacy; Design intervention

I conduct surveys and experiments to understand the psychosocial mechanisms behind information seeking and sharing behavior and how to support information processing through interface design.

Education

Apr. 2024 (Expected) **University of Michigan, Doctor of Philosophy in Information**
Ann Arbor, MI Advisors: Cliff Lampe and Andrea Thomer
Provisional dissertation: Literacy by design: Rethinking social media design to promote information literate behavior
GPA: 4.0/4.0

Feb. 2019 **Yonsei University, Master of Arts in Library and Information Science**
Seoul, South Korea Advisor: Ji-Hong Park
Thesis: Online source selection in group settings: The influence of social risk
GPA: 4.3/4.3

July 2018 **Indiana University, Master of Science in Information Science**
Bloomington, IN Funded by Yonsei Graduate School Dual Degree Scholarship
GPA: 4.0/4.0

Feb. 2015 **Yonsei University, Bachelor of Arts in Library and Information Science**
Seoul, South Korea Summa cum laude
GPA: 4.1/4.3

Research Experience

Sep. 2021–Aug. 2022 **Graduate Student Research Assistant, University of Michigan**
Ann Arbor, MI *NSF CHS: Medium: Drawing from Theories of Justice to Respond to Online Harassment*
PIs: Sarita Schoenebeck, Cliff Lampe, J.J. Prescott

- Designed and conducted large-scale online surveys and experimental studies on the psychosocial characteristics of people who engage in online harmful behavior, presented results in research papers and public-facing media communication as the first author
- Coordinated research agenda, communication, and action plans as the project manager

Feb. 2022–Mar. 2022 **Doctoral Preliminary Exam and Oral Defense, University of Michigan**
Ann Arbor, MI *Practicing Information Literacy in the Commercial Social Media Ecosystem: Environmental Constraints and Behavioral Intention*
Committee: Cliff Lampe, Andrea Thomer, Irene Pasquetto

- Conducted extensive literature review and proposed a theoretical model and research agenda to promote information literacy through system design
- Received distinction (Top 10%) for exemplary literature review, research proposal, and oral defense

- Jan. 2021* **Pre-candidacy Paper and Oral Defense, University of Michigan**
Ann Arbor, MI *Can Dislikes and Flags De-escalate Online Retributive Harassment?*
 Committee: Cliff Lampe, Andrea Thomer, Sarita Schoenebeck
- Designed and conducted a 4x2 online experiment on the use of interface cues to mitigate harassing behavior, presented the study results to the Twitter Advisory Board
- Jan. 2020–June 2020* **Graduate Student Research Assistant, University of Michigan**
Ann Arbor, MI *User Needs Assessment for Developing Annotation Database for Earth Science and Natural History Data*
 PI: Andrea Thomer
- Constructed user personas and planned a two-day participatory design workshop involving museum professionals, earth scientists, and information scientists to develop an earth science annotation database
- Oct. 2019–Dec. 2019* **Graduate Student Research Assistant, University of Michigan**
Ann Arbor, MI *Design Intervention for De-escalating Online Retributive Harassment*
 PI: Cliff Lampe
- Mentored a master's student in research proposal and experimental design
- Oct. 2016–Dec. 2016* **Research Assistant, Yonsei University**
Seoul, South Korea *Collaboration among Libraries and Community Centers Through Info Services & Archiving*
 Commissioned by Seongbuk District Office, Seoul, South Korea
- Conducted interviews with librarians and government officials, assisted spatial analyses to assess library construction plans, organized presentation materials to report to the mayor

Professional Experience

- May 2022–Aug. 2022* **UI/UX Researcher, Empower@Home**
Ann Arbor, MI Product Lead: Dr. Xiaoling Xiang
- Designed usability tests for an online mental health program for older adults to be conducted with social workers and 80 participants, recommended early UI updates via competitive analysis
- May 2022–Aug. 2022* **Editorial Assistant, Journal of Computer-Mediated Communication**
Ann Arbor, MI Editor-in-Chief: Dr. Nicole Ellison
- Coordinated communication between the Editor-in-Chief and associate editors, quality-controlled incoming manuscripts and managed peer review processes, updated reviewer system use guidelines to reduce errors
- Sept. 2016–Aug. 2017* **Chief Author/Editor, Yonsei University Dept. of Library and Information Science**
Seoul, South Korea
- Archived photos, records, and documents, interviewed alumni, wrote, edited, and designed an official 300+ page department history book that was distributed to the alumni and college offices
- Aug. 2015–Aug. 2016* **Academic Librarian, Sungshin Women's University**
Seoul, South Korea
- Classified and cataloged library acquisitions to maximize user access through online search, oversaw library circulation service, devised facility improvement plans to increase library visits

Publications

- Peer-Reviewed Conference and Journal Papers **Lee, S. M.**, Thomer, A. K., & Lampe, C. (2022). The use of negative interface cues to change perceptions of online retributive harassment. *Proceedings of the ACM on Human-Computer Interaction*, 6(CSCW2), 1-23. <https://dl.acm.org/doi/10.1145/3555226>
- Peer-Reviewed Extended Abstracts **Lee, S. M.**, Voit, A., & Lampe, C. (in review). Online shaming as coping. **Lee, S. M.** (in press). How social media complicates practicing information literacy. iConference 2023.
- Lee, S. M.**, Lampe, C., Prescott, J. J., & Schoenebeck, S. (2022, April). Characteristics of people who engage in online harassing behavior. In *CHI Conference on Human Factors in Computing Systems Extended Abstracts* (pp. 1-7). <https://doi.org/10.1145/3491101.3519812>
- Lee, S. M.** & Thomer, A. K. (2020, June). User persona research for the Throughput annotation database [poster presentation]. 2020 EarthCube Annual Meeting.
- Presentations and Workshop Papers **Lee, S. M.** (accepted). Social media (re-)design for information literacy. iConference 2023 Doctoral Colloquium.
- Unpublished Thesis **Lee, S. M.** (2019). *Online source selection in group settings: Focusing on the influence of social risk*. [Master's thesis, Yonsei University].
- Monograph [**Lee, S. M.**] (2017). *Library and information science at Yonsei University—60 years of history*. Yonsei University.

Invited Talks

- May 13, 2022 **University of Michigan School of Information External Advisory Board**
Outraged Online? Changing Perceptions Through Design.
- Nov. 12, 2021 **Twitter Advisory Board**
Can Dislikes and Flags Change Perceptions of Online Retributive Harassment?

Media Coverage

- June 14, 2022 **Michigan Minds Podcast Social Responsibility Series**
“Examining the characteristics of a ‘cyberbully’”
<https://publicengagement.umich.edu/examining-the-characteristics-of-a-cyberbully/>
- Apr. 25, 2022 **Michigan News**
“Anyone can be a cyberbully, not just people who are unhinged.”
<https://news.umich.edu/anyone-can-be-a-cyberbully-not-just-people-who-are-unhinged/>

Teaching

- Aug. 2022–present **Graduate Student Instructor - Putting the H in HCI (SI 388)**
University of Michigan UX design principles based on theories and empirical social science research (undergrad)
Michigan
 - Currently assisting the organization of course policy and grading rubrics to facilitate consistent and fair learning evaluations, responding to student communications

- Aug. 2020–June 2021* **Graduate Student Instructor - Introduction to Information Studies (SI 110)**
University of Michigan Key issues and concepts related to the study of information (undergrad)
- Led 5 discussion sections, lectured about online abuse and content moderation for 6 class sessions, maintained above-average teaching evaluations (4.8/5.0)
 - Redesigned class activities and course curriculum to better accommodate remote learning, developed new streamlined grading rubrics which are still in use
- Nov. 2016–Dec. 2016* **Research and Teaching Assistant**
Yonsei University Workshops for Developing Librarian Competencies (PI: Dr. Giyeong Kim)
- Designed 4-week course materials for librarians in Seoul, which were distributed to public libraries in the Seongbuk District of Seoul and utilized in their long-term development plan

Honors, Grants, Scholarships

- 2022* UMSI Conference Travel Grant (\$700.00)
- Mar. 14, 2022* UMSI Doctoral Field Prelim Exam passed with Distinction
- Sep. 2017–Mar. 2018* Yonsei Graduate School Dual Degree Program Scholarships (₩ 18,280,000; approx \$15,200)
- Sep. 2016–Mar. 2017* Brain Korea 21 Plus Scholarships (₩ 7,200,000; approx \$6,000)
- Feb. 2015* Graduated with Highest Honors (BA), Yonsei University
- 2014, 2011, 2010* Yonsei University, Honors (Top 3%), Yonsei University
- 2012* Yonsei University, Highest Honors (Top 1%), Yonsei University

Skills

- Research* Survey, Experiment, Interview, Focus Group, Content Analysis, Usability Test
- Technical* Qualtrics, R, Python, SPSS, STATA, MS Excel, LaTeX, Figma, NVivo
- Languages* Korean (native speaker), English (full professional proficiency), Japanese (working proficiency)

Service

- UMSI Social Media Research Lab student organizer
- Reviewer (ASIS&T 2022, CHI 2022, CSCW 2022, ICA 2023)
- CHI 2022 student volunteer
- UMSI PhD peer mentor
- UMSI DEI Strategic Plan 2.0 discussion moderator
- University of Michigan mental health support network
- Research mentor (Shriya Hardikar/Master's/UMSI; Manvitha Madem/Master's/UMSI; Angela Voit/Undergraduate/UM LSA)

Doctoral Coursework

- Doctoral Foundations Seminar
- Research Methods
- Fundamentals of Data Collection (Survey Methodology)
- Attitudes and Social Judgment (Psychology)
- Unorthodox Research Methods (Qualitative Research)
- Statistics I & II
- Social Media Research and Theory
- Theories and Principles of Socially Just Policies
- Discussion and Oral Argumentation