

Irina Shklovski

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Current Position

Assistant Professor

Aug. 2009 - present

Education

Ph.D., Human-Computer Interaction

2007

Human Computer Interaction Institute
School of Computer Science
Carnegie Mellon University

Advisors: Professors Robert Kraut & Sara Kiesler
Dissertation Title: *Residential Mobility, Technology & Social Ties*

B.A., Psychology; B.A., Art History

1999

Magna Cum Laude
University of Southern California

Advisor: Professor Stephen Read
Honors Thesis Title: *Friendship Formation on MUDs vs. Real Life*

Research Interests

My main research focus is on cultural differences in relationship maintenance and the meaning relationships hold for individuals involved in them. My field sites for this research are Russia and Kazakhstan. I believe that investigating relationships in non-western countries will contribute to a range of ongoing scholarly and technology development conversations about the politics of access, transnationality, technological colonialism, cultural differences, locality and mediation. In conducting my research, I emphasize the development and application of appropriate mixed method and longitudinal research approaches to the investigation of the role of technology in daily life.

Research Grants

- 2009 - 2012 Dourish P. (PI) & Shklovski, I. (Co-PI) From local ties to transnational connections: The role of computer-mediated communication in relational maintenance. Human Centered Computing (HCC) *National Science Foundation*. \$499,999
- 2008 Shklovski, I. (PI) Cultural meanings of personal networks: Use of social network sites in Russia and Kazakhstan. *PaPR@UCI small grants* \$4,500

Publications

Refereed Full Papers and Journal Articles

- [C.9] Shklovski, I., Burke, M., Kraut, R. & Kiesler, S. (*in press*) Technology adoption and use in the aftermath of hurricane Katrina in New Orleans, *American Behavioral Scientist*

- [C.8] Shklovski, I., Vertesi, J., Troshynski, E. & Dourish, P. (2009) The commodification of location: Dynamics of power in location-based systems. In *proceedings of the International Conference on Ubiquitous Computing (UbiComp 2009)*, Orlando, Florida: ACM Press.
- [C.7] Shklovski, I., Palen, L. & Sutton, J. (2008) Finding community through information and communication technology during disaster events, In *proceedings of the ACM Conference on Computer Supported Cooperative Work (CSCW 2008)*, New York: ACM Press.
- [C.6] Sutton, J., Palen, L. & Shklovski, I. (2008) Backchannels on the front lines: Emergent use of social media in the 2007 Southern California fires. In *proceedings of Information Systems for Crisis Response and Management Conference (ISCRAM 2008)*
- [C.5] Shklovski, I., Kraut, R. & Cummings, J., (2008). Keeping in touch by technology: Maintaining friendships after a residential move. In *proceedings of Human Factors in Computer Systems (CHI 2008)*, New York: ACM Press.
- [C.4] Shklovski, I., Kraut, R. & Cummings, J., (2006). Routine patterns of Internet use and psychological well-being: Coping with a residential move. In *proceedings of Human Factors in Computer Systems (CHI 2006)*, New York: ACM Press. **Nominated for Best Paper Award.**
- [C.3] Shklovski, I. & Chang, M. (2006). Urban computing: Navigating space and context. *IEEE Computer* v39(9) p. 36-37
- [C.2] Shklovski, I. & Mainwaring, S. (2005). Exploring technology adoption and use through the lens of residential mobility. In *proceedings of Human Factors in Computer Systems (CHI 2005)*, New York: ACM Press
- [C.1] Shklovski, I., Kraut, R. & Rainie, L., (2004). The Internet and social relationships: Contrasting cross-sectional and longitudinal analyses. *Journal of Computer-Mediated Communication*, v10(1)

Book Chapters

- [B.3] Shklovski, I., Kiesler, S. & Kraut, R. E. (2006). The Internet and social interaction: A meta-analysis and critique of studies, 1995-2003. In R. Kraut, M. Brynin, and S. Kiesler (Eds.), *Computers, Phones & the Internet: Domesticating Information Technology* (p. 251-264), Oxford University Press
- [B.2] Kraut, R. E., Kiesler, S., Boneva, B. & Shklovski, I. (2006). Examining the impact of Internet use on TV viewing: Details make a difference. In R. Kraut, M. Brynin, and S. Kiesler (Eds.), *Computers, Phones & the Internet: Domesticating Information Technology* (p. 70-83), Oxford University Press
- [B.1] Boneva, B., Quinn, A., Kraut, R., Kiesler, S., Cummings, J., Shklovski, I. (2006). Teenage communication in the instant messaging era. In R. Kraut, M. Brynin, and S. Kiesler (Eds.), *Computers, Phones & the Internet: Domesticating Information Technology* (p. 201-218), Oxford University Press

Refereed Short Papers, Workshop and Conference Papers

- [W.10] Shklovski, I. (2010) Social Ties for the Soul: How Russians Reconnect with the Past on Social

Network Sites. *Proceedings of the 2010 Conference of the International Communication Association*, Singapore

- [W.9] Shklovski, I., & Kraut, R. (2009) Gender differences in the use ICTs for friendship maintenance after a move. *Proceedings of the 2009 Conference of the International Communication Association*, Chicago, USA.
- [W.8] Shklovski, I., Kraut, R. & Cummings, J. (2008) Sense of well-being in new location: The importance of social ties. *Proceedings of the 2008 Conference of the International Communication Association*, Montreal, Canada.
- [W.7] Shklovski, I., Burke, M., Kiesler, S. & Kraut, R. (2008) Use of communication technologies in Hurricane Katrina aftermath. Position paper for the HCI for Emergencies workshop. *Conference on Human Factors in Computing (CHI 2008)*, Florence, Italy.
- [W.6] Shklovski, I. (2006) Effects of social integration on adjustment to a new location after a long distance move. *Proceedings of the 2006 Conference of the International Communication Association*, Dresden, Germany.
- [W.5] Shklovski, I. (2006). Residential mobility, technology and social ties. Doctoral Consortium *Extended abstracts. Conference on Human Factors in Computer Systems (CHI 2006)*, Montreal, Canada. **Best Doctoral Consortium Contribution Award**
- [W.4] Chang, M., Jungnickel, K., Orloff, C. & Shklovski, I. (2005). Engaging the city: Public interfaces as civic intermediary. Workshop organizer's proposal. *Extended abstracts. Conference on Human Factors in Computer Systems (CHI 2005)*, Portland, Oregon.
- [W.3] Shklovski I. (2004). The body is not obsolete, it never left the building. Position paper for the Representations of Digital Identity workshop. *Conference on Computer Supported Collaborative Work (CSCW 2004)*. Chicago, IL
- [W.2] Shklovski I. (2004). Online dating & social network systems: Connections @ your fingertips. Position paper for the Online Personals: "Scientists, designers seek same for good conversation" workshop *Conference on Human Factors and Computing Systems (CHI 2004)*. Vienna, Austria.
- [W.1] Shklovski I., Chung Y.C. & Adams R. (2004) Robotic walker interface: Designing for the elderly. *Extended Abstracts. Conference on Human Factors and Computing Systems (CHI 2004)*. Vienna, Austria.

Dissertation

- [D.1] Shklovski, I. (2007) Residential mobility, technology & social ties. *Carnegie Mellon University, Human-Computer Interaction Institute Dissertation: CMU-HCII-07-101*

Conference Presentations and Invited Colloquia

Shklovski, I. "Social ties for the soul: Cultural meanings of personal networks" *Paper presented at the Association of Internet Researchers (IR 10.0)*, Milwaukee, WI

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- Shklovski, I. "Community information and communication technology use in disaster." *Paper presented at the Association of Internet Researchers (IR 9.0)*, Copenhagen, Denmark, Oct. 2008.
- Shklovski, I., Sutton, J. & Palen, L. "Backchannels on the front lines: Emergent use of social media in the 2007 Southern California fires." *Invited presentation at California Hazards Institute seminar series*, University of California, Irvine, February 20, 2008
- Shklovski, I. "Let's keep in touch: Managing social relationships after a residential move." *Paper presented at the Association of Internet Researchers (AOIR 8.0)*, Vancouver, Canada, Oct. 2007.
- Shklovski, I., Cummings, J., Kraut, R. Maintaining the old and building the new: Personal relationships after a residential move. *Paper presented at the International Sunbelt Social Network Conference (INSNA)*, Vancouver, BC, April 2006
- boyd, d., McGonigal, J., Shklovski, I., Williams, A. Designing for global and local social play. *Panel presentation at South by South West (SXSW) Interactive*, Austin, TX March 2006
- Shklovski, I., Kraut, R., Cummings, J., Let's keep in touch: Mediated communication and relationship maintenance. *Invited talk at Cornell University IS-SIGCHI Series*, March 1, 2006
- Shklovski, I., Kraut, R., Cummings, J., Residential mobility, technology and psychological well-being. *Paper presented at Association of Internet Researchers (AOIR 6.0)*, Chicago, IL. Oct. 2005
- Shklovski, I., Cummings, J., Kraut, R. Moving on: The importance of weak ties for adjusting to a new location. *Paper presented at the International Sunbelt Social Network Conference (INSNA)* Redondo Beach, CA, February 2005
- Shklovski, I., Mainwaring, S., Kraut, R., Technology use and residential mobility. *Invited talk at the Intelligence, Agents, Multimedia Group, Electronics & Computer Science*, University of Southampton, UK, September 23, 2004
- Shklovski, I., Bessière, K., From ability to purpose: Insights into different uses of the Internet by different populations. *Paper presented at Association of Internet Researchers (AOIR 5.0)* Sussex, UK, Sept. 2004
- Shklovski, I., Mainwaring, S., Kraut, R., Cummings, S. The effects of geographic mobility on social ties and psychological well being in the age of the Internet. *Paper presented at the annual meeting of the American Sociological Association (ASA)* San Francisco, CA, August 2004
- Shklovski, I., Kraut, R., Kiesler, S., Boneva, B., Measuring Internet use. *Paper presented at Association of Internet Researchers (AOIR 4.0)*, Toronto, Canada, October 2003

Professional Experience

Post-doctoral fellow, Department of Informatics, University of California, Irvine
Advisor: Paul Dourish
Developed an independent research project in collaboration with colleagues at CU Boulder studying technology use in Southern California wildfires. Conducted research in collaboration with colleagues from the dept of Criminology on the impact of GPS surveillance on daily life and a sense of self among high-risk sex offenders in Southern California.
September 2007 – June 2009

Graduate Research Assistant, Carnegie Mellon University (Pittsburgh, PA)

Advisors: Robert Kraut and Sara Kiesler

Developed several major research themes: investigating how people use communication technologies to cope with the stress of a residential move, examining the role of mediated

communication in relational maintenance, and understanding the role of communication technology in unexpected events, such as major natural disasters. Co-wrote a successfully funded NSF grant proposal to study the impact of Hurricane Katrina on the cultural capital of New Orleans. Coordinated a team of researchers, organizing qualitative data collection in New Orleans soon after Katrina with a one-year follow-up.

August 2001 – August 2007

Research Intern, Intel Research (Portland, OR)

Host: Scott Mainwaring

People and Practices Research Group (PaPR). Developed a qualitative study examining the role of mediated communication in coping with the stress of a long distance residential move.

Summer 2004

Department Administrator & Ski Coach, Mammoth Mountain (Mammoth Lakes, CA)

Worked as a coach for kids aged 6-8, teaching basic alpine skiing techniques. Provided administrative support for the Mammoth Mountain Jr. Ski Team. Developed web-based and database solutions for the growing popularity of the program.

Fall 1999 – Spring 2001

Course Instructor, Information Technology Program, University of Southern California

Designed and taught college-level courses focused on practical approaches to computing, web design and usability. Participated in the development of programs of study for E-commerce and web applications certificates.

Summer 1997 – Fall 1999

Art History Intern, Los Angeles Contemporary Exhibitions (Los Angeles, CA)

Position funded by the Getty Foundation diversity grant.

Developed an innovative art patronage membership program, recruiting independent gallery owners and independent artists as participants and beneficiaries. Designed a brochure for the LACE annual art exhibition. Helped organize the annual fundraising gala event.

Summer 1998

Teaching Experience

Currently teaching the following courses at ITU Copenhagen:

Mobile Communication: Technical Issues and Methods of Study(DMKO)

Masters level course co-taught with Richard Ling and Anders Cervera.

This course gives students the basic skills to conduct quantitative and qualitative studies of mobile communication use and a basic understanding of the technological underpinnings of mobile networks.

Statistics for PhD students

This course, taught in a seminar format, gives PhD students an understanding of quantitative methods and some basics of statistical analysis that they can apply in their own projects.

Digital Media and Communication (DMOK)

This is a required first semester masters level course that introduces a diverse group of students to the fundamental theories and classes examples of empirical work in the areas of media studies and communication studies, relevant to an interdisciplinary study of the role information communication technologies in this rapidly changing digital world.

Teaching Assistant for Robert Kraut, Fall 2005*Organizational Communication (05-812)**Carnegie Mellon University*

Provided general assistance and taught six lectures for a mixed level undergraduate and graduate course on organizational communication, covering individual and group communication, self-presentation, group diversity and conflict, persuasion and social network analysis. The goal of this course was to teach theoretical concepts of group and organizational communication and help students apply them to real life problems. Developed course materials, lectures and assignments for lectures on group composition, diversity and conflict and social network analysis.

Co-Instructor with Sara Kiesler and Darren Gergle, Fall 2004*Applied Research Methods (05-816)**Carnegie Mellon University*

One of three instructors for a Ph.D. level course on quantitative and qualitative research methods. The goal of this course was to teach empirical research methods for evaluating the behavioral, cognitive, and social aspects of technology. Developed course materials and lectures in the areas of descriptive and inferential statistics, including: data types, mean comparisons, cross-tabs and correlations, chi square, ANOVA, linear regression, repeated measures analysis, sequential data analysis techniques, multi-way contingency table analysis, log-linear modeling, hierarchical linear modeling (HLM), and evaluation of small group data. Gave seven lectures, advised students, graded tests and assignments.

Instructor, Summer 1997 – Fall 1999*Web design & E-commerce - 4 mini-semester sessions and 2 summer sessions**University of Southern California*

Taught college-level introductory courses at the Information Technology Program (ITP) in the school of engineering on web-design and basic usability. Created syllabi for both courses. Gave weekly lectures, advised students and graded assignments.

Awards and Honors

Springer Doctoral Consortium Award	2006
CHI Doctoral Consortium travel & support grant	2006
Microsoft Social Computing Symposium travel & support grant	2006
National Science Foundation PhD Fellowship	2002-2005
WebShop, University of Maryland, NSF travel & support grant	2002
Paul Getty Foundation Multicultural Internship grant, summer	1998
Leadership scholarship, University of Southern California	1995-1999
Laura Platt scholarship, University of Southern California	1995-1999

University Service*Carnegie Mellon University*

HCII Faculty Search Committee	2003
HCII Ph.D. Admissions Committee	2002
Committee Member – Women@SCS	2002-2006

Professional Service

Co-editor for special issue on Urban Computing, IEEE Computer 2006
 Workshop organizer, CHI 2005, Portland, OR 2005
 Student volunteer, CSCW 2002, New Orleans, LA 2002

Reviewer - Conferences

CHI Full papers, Notes, Extended abstracts & Workshop proposals 2003 – 2009
 ICA Divisions of Interpersonal Communication and Communication & Technologies 2008, 2009
 CSCW Technical papers and Notes 2004, 2006, 2008, 2009
 AOIR Extended abstracts and panels 2005-2007, 2009
 HRI Technical papers 2008
 Ubicomp Technical papers 2007

Reviewer - Journals

International Journal of Communication (IJOC) 2008
 Scandinavian Journal of Information Systems (SJIS) 2008
 Social Forces 2008
 Journal of Computer Mediated Communication (JCMC) 2004, 2005, 2007
 Developmental Psychology 2005
 International Journal of Behaviour & Information Technology (IJBIT) 2005
 Journal of New Media & Society 2003, 2005
 Journal of Social and Personal Relationships 2004

Memberships

International Communication Association (ICA)
 Association of Internet Researchers (AOIR)
 International Network for Social Network Analysis (INSNA)
 Association for Computing Machinery (ACM) and ACM SIGCHI