

CORI N. FAKLARIS



Mailing address: 6005 5th Ave., Apt. 10A, Pittsburgh, PA 15232

Phone: (317) 289-6460 (cell)

Email: cfaklari@cs.cmu.edu (work)

Online: CoriFaklaris.com, [Facebook](#), [Twitter](#), [LinkedIn](#), & elsewhere

SUMMARY

My thesis-directed research lies in the **human factors of cybersecurity**. I am establishing a novel and significant body of work in two parallel tracks: (1) **understanding people's** security attitudes and behaviors (*such as predicting whether they will update software or explaining ignorance of UX cues to "fake news"*), and (2) **empowering people** to keep themselves and their networks secure in a social context (*such as defining needs and creating tools to better enable account sharing by couples or workgroups*). This work is informed by my years of experience as a journalist and IT analyst and in managing social media accounts.

EDUCATION AND HONORS

Ph.D. in Human-Computer Interaction, Human-Computer Interaction Institute, School of Computer Science, Carnegie Mellon University, 2023 (expected).

- **Advisors:** Laura Dabbish and Jason I. Hong.
- **Current project:** Social Cybersecurity. We are applying social influence and gamification techniques to boost adoption of end user security tools and best practices. This is part of our broader work in usable privacy and security and in social computing and has applications in curbing disinformation.
- **Applicable coursework:** 05-771 HCI Process & Theory, 05-772 Social Perspectives in HCI, 05-773 Computer Science Perspectives in HCI, 05-774 Design Perspectives in HCI, 05-775 Cognitive Perspectives in HCI, 05-816 Applied Research Methods, 05-820 Social Web, 05-839 Interactive Data Science, 05-899 Persuasive Design, 05-982 Independent Teaching Experience, 05-997 Reading & Research in HCI, 15-890 Computer Science Pedagogy, 19-756 Information Technology Policy, 36-749 Experimental Design for Behavioral and Social Sciences.
 - Named a 2020-21 **Knight Fellow** by the **Center for Informed Democracy and Social Cybersecurity (IDeaS) at Carnegie Mellon University.**
 - Finalist for the 2020-21 **Norton LifeLock Research Group Fellowship.**
 - Named a 2018-19 **Presidential Fellow** by the **CyLab Security & Privacy Institute.**
 - Cumulative QPA in program: **4.09**

M.S. in Human-Computer Interaction, Department of Human-Centered Computing, Indiana University School of Informatics and Computing at IUPUI, 2017.

- **Advisor:** Sara Anne Hook.
- **Research included:** Challenges for electronic discovery and intellectual property in social media; legal and ethical issues with live streaming video apps; law, policy and digital communication.
- **Applicable coursework:** NEWM-N503/INFO-H 541 Digital Media App Design Process/Interactive Design Practice, INFO-H543 Interaction Design Methods, INFO-H561 Meaning and Form in HCI, INFO-H563 Psychology of Human Computer Interaction, INFO-H565 Collaborative and Social Computing, INFO-H566 Experience Design for Ubiquitous Computing, INFO-I575 Informatics Research Design, INFO-H694 Thesis for Human Computer Interaction.
 - Named to the **Elite 50** 2016 honor roll for graduate and professional students.
 - Named a **GHC Scholar** for the 2016 Grace Hopper Celebration of Women in Computing.
 - Cumulative GPA in program: **4.00**

Classes in math, computer science, and law at Indiana University-Purdue University Indianapolis. B.A., Journalism (News-editorial sequence), University of Illinois at Urbana-Champaign.

REFEREED CONFERENCE PUBLICATIONS

- Cori Faklaris, Laura Dabbish and Jason I. Hong. 2019. “**A Self-Report Measure of End-User Security Attitudes (SA-6).**” In *Proceedings of the Fifteenth Symposium on Usable Privacy and Security* (SOUPS 2019) Aug. 11-13, 2019, in Santa Clara, CA, USA (27 out of 121, 22.3% acceptance rate). USENIX Association, Berkeley, CA. Available at: [10.13140/RG.2.2.29840.05125/2](https://doi.org/10.13140/RG.2.2.29840.05125/2)
- Cheul Young Park, Cori Faklaris, Siyan Zhao, Laura Dabbish and Jason I. Hong. 2018. “**Share and Share Alike? An Exploration of Secure Behaviors in Romantic Relationships.**” In *Proceedings of the Fourteenth Symposium on Usable Privacy and Security* (SOUPS 2018) Aug. 12-14, 2018, in Baltimore, MD, USA (28 out of 123, 22.8% acceptance rate). USENIX Association, Berkeley, CA, USA. Available at: <https://www.usenix.org/system/files/conference/soups2018/soups2018-park.pdf>

REFEREED CONFERENCE POSTERS + WORKSHOP PAPERS

- Cori Faklaris, Laura Dabbish and Jason Hong. 2018. “**Adapting the Transtheoretical Model for the Design of Security Interventions.**” Poster and abstract for the *Fourteenth Symposium on Usable Privacy and Security Adjunct* (SOUPS 2018), Aug. 12-14, 2018, in Baltimore, MD, USA (40 out of 58, 69.0% acceptance rate). USENIX Association, Berkeley, CA, USA. DOI: <https://doi.org/10.13140/RG.2.2.15447.57760>
- Cori Faklaris. 2018. “**Social Cybersecurity and the Help Desk: New Ideas for IT Professionals to Foster Secure Workgroup Behaviors.**” Workshop paper in the *Proceedings of the 4th Workshop on Security Information Workers* (WSIW 2018), Aug. 12, 2018, in Baltimore, MD, USA (8 out of 13, 61.5% acceptance rate). USENIX Association, Berkeley, CA, USA. DOI: <https://doi.org/10.13140/RG.2.2.35580.23686>
- Cori Faklaris and Sara Anne Hook. 2017. “**Attitudes About 'Fair Use' and Content Sharing in Social Media Applications.**” Poster and abstract in the *Companion of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing* (CSCW '17 Companion). ACM, New York, NY, USA, 171-174. DOI: <https://doi.org/10.1145/3022198.3026343>
- Cori Faklaris, Francesco Cafaro, Sara Anne Hook, Asa Blevins, Matt O'Haver, and Neha Singhal. 2016. “**Legal and ethical implications of mobile live-streaming video apps.**” Poster and abstract in the *Proceedings of the 18th International Conference on Human-Computer Interaction with Mobile Devices and Services Adjunct* (MobileHCI '16). ACM, New York, NY, USA, 722-729. DOI: <http://dx.doi.org/10.1145/2957265.2961845>

REFEREED JOURNAL PUBLICATIONS

- Hong Shen, Cori Faklaris, Haojian Jin, Laura Dabbish, and Jason I. Hong. 2020. “**'I Can't Even Buy Apples If I Don't Use Mobile Pay?': When Mobile Payments Become Infrastructural in China.**” *Proceedings of the ACM: Human-Computer Interaction*, Vol. 4, Issue CSCW2, Article 170 (October 2020), 26 pages. Association of Computing Machinery, New York, NY, USA. Prepress available at https://corifaklaris.com/files/Alipay_WeChat_CSCW2020.pdf
- Cori Faklaris, Francesco Cafaro, Asa Blevins, Matthew A. O'Haver, and Neha Singhal. 2020. “**A Snapshot of Bystander Attitudes about Mobile Live-Streaming Video in Public Settings.**” *Informatics* 7, 2: 10. MDPI, Basel, Switzerland. DOI: <https://doi.org/10.3390/informatics7020010>
- Yunpeng Song, Cori Faklaris, Laura Dabbish, Zhongmin Cai and Jason I. Hong. 2019. “**Normal and Easy: Account Sharing Practices in the Workplace.**” *Proceedings of the ACM: Human-Computer Interaction*, Vol. 3, Issue CSCW, Article 83 (November 2019), 25 pages. Association of Computing Machinery, New York, NY, USA. DOI: <https://doi.org/10.1145/3359185>
- Cori Faklaris and Sara Anne Hook. 2016. “**Oh, Snap! The State of Electronic Discovery Amid the Rise of Snapchat, WhatsApp, Kik and Other Mobile Messaging Apps.**” *The Federal Lawyer* (May 2016). Federal Bar Association, Washington, D.C., 63 (4): 64-75. Reprinted with permission in *The Computer & Internet Lawyer* (October 2016). Wolters Kluwer Law & Business, New York, NY, USA, 33(10): 1-17. Available at <http://hdl.handle.net/1805/11160>.

OTHER NOTABLE PUBLICATIONS

- Tianshi Li, Jackie Yang, Cori Faklaris, Jennifer King, Yuvraj Agarwal, Laura Dabbish, and Jason I. Hong. 2020. **“Decentralized is not risk-free: Understanding public perceptions of privacy-utility trade-offs in COVID-19 contact-tracing apps.”** arXiv [cs.HC]. <http://arxiv.org/abs/2005.11957>
- Cori Faklaris, Jason I. Hong, and Laura Dabbish. 2020. **“Information Judgment and Mobile User Experience.”** Poster presentation for the kickoff conference of the Center for Informed Democracy and Social Cybersecurity (IDEaS) at Carnegie Mellon University (canceled), Spring 2020.
- Gustavo Umbelino, Rosie Sun, Cori Faklaris, Jason I. Hong, and Laura Dabbish. 2019. **“Safesea: A Chrome Plugin to Crowdsourc Privacy Settings.”** Poster presentation for CMU Privacy Day at Carnegie Mellon University, Feb. 1, 2019. <http://cups.cs.cmu.edu/privacy-day/2019/>
- Cori Faklaris. 2017. *The State of Digital ‘Fair Use’: An Investigation of Legal and Ethical Content Sharing In Social Media And Messaging Apps* (Master’s thesis). IUPUI Scholar Works. Available at <https://drive.google.com/file/d/0B-3qZjz7NmzFTFM0SE1zQmRtWVE/view?usp=sharing>

MENTORED STUDENTS AND COLLABORATORS

2019-2020: Isha Ghosh (*Rutgers University*); Sara al-Megbel (*now with Deloitte Global’s Cyber Risk practice*); Isadora Krsek; Anna Cai; Annie Chen; Wanling “Laura” Ding; Yiying “Ivy” Ding; Man Jun “John” Han; Ching Hsuan “Erin” Ho; Jeongyun Lee; Junchao Lin; Michelle Ling; Amy Liu; Tiffany Trinh (*Massachusetts Institute of Technology*); Serena Wang.

2018-19: Hong Shen; Tianying Chen; Yunpeng Song (*Xi’an Jiaotong University*); Cheul Young Park (*Korea Advanced Institute of Science and Technology*); Sijie Ren (*now a software programmer at TouchPal in Mountain View, CA, USA*); Rajat Gupta; Gustavo Umbelino (*University of California, San Diego; now a PhD student at Northwestern University*); Parmita Bawankule; Mathieu Chevalley (*École Polytechnique Fédérale de Lausanne*); Yinxuan Fu; Weihan “Anita” Li; Arnav Mahajan; Weijia “Rosie” Sun; Xinyi Sun; Max Yeh.

SELECTED PRESENTATIONS AND TALKS

- **“Behavior Change Using Social Influences,”** presentation for the CyLab Partners Conference at Carnegie Mellon University, Sept. 23, 2020, remote on Zoom.
- **“Designing for Usable Security and Privacy,”** guest lecture for Programming User Interfaces course taught by Asst. Prof. Patrick Carrington, Carnegie Mellon University, April 15, 2020, remote on Zoom.
- **“How Can We Boost ‘Cyber Health’? Psychometrics, Social Appeals and Tools for Cybersecurity,”** invited talk at Ohio State University, Oct. 28, 2019, in Columbus, OH, USA.
- **“Life of a PhD Student,”** remarks for the 25th Anniversary of the Human-Computer Interaction Institute at Carnegie Mellon University, Oct. 24, 2019, in Pittsburgh, PA, USA.
- **“Qualitative/Subjective Measures for HRI,”** guest lecture for Human-Robot Interaction course taught by Asst. Prof. Henny Admoni, Carnegie Mellon University, Oct. 3, 2019 in Pittsburgh, PA, USA.
- **“Reframing Usable Security to Design for ‘Cyber Health’,”** lightning talk for the 2019 Women in Cybersecurity conference (WiCys ‘19), March 29-30, 2019, in Pittsburgh, PA, USA.
- **“Social Cybersecurity: Ideas for Nudging Secure Behaviors Through Social Influences,”** presentation to the Three Rivers Information Security Symposium (TRISS 2018), Oct. 19, 2018, in Monroeville, PA, USA.
- **“Reframing Usable Privacy and Security to Design for ‘Cyber Health’,”** lightning talk for the Fourteenth Symposium on Usable Privacy and Security (SOUPS 2018), Baltimore, Md., Aug. 13, 2018.
- **“Reframing Organizational Security to Design for ‘Cyber Wellness’,”** presentation for the 2018 Organizational Science and Cybersecurity Workshop, George Mason Univ., Fairfax, Va., July 15, 2018.
- **“Social Media Best Practices (For Academics),”** CHIMPS Lab, Human Computer Interaction Institute, School of Computer Science, Carnegie Mellon University, Pittsburgh, Pa., Oct. 24, 2017.

- **“But I’m a Creator/Inventor/Coder, Not a Lawyer: What to Know about Intellectual Property Law, Contracts and More,”** Grace Hopper Celebration of Women in Computing, Anita Borg Institute, Houston, Texas, Oct. 21, 2016.
- **“If You Are Going to Skydive, You Need a Parachute: Navigating the World of Higher Education as an Adult/Returning Student,”** 2016 Indiana Celebration of Women in Computing Conference (InWIC), West Lafayette, Ind., Oct. 1, 2016.
- **“The State of E-Discovery as Social Media Goes Global,”** research presentation and discussion, 12th annual ATINER International Conference on Law, Athens, Greece, July 14, 2015.

TEACHING EXPERIENCE

05-430 Programmable User Interfaces

Spring 2020

Teaching assistant for this required course for students in the new undergraduate major in human-computer interaction at Carnegie Mellon University. I lead one of two lab sections, in which students gain practice using tools such as HTML/CSS/JS and low-fidelity and interactive prototyping. I attended lectures and met weekly with the instructor of record, Asst. Prof. Patrick Carrington, and the second teaching assistant, Julian Ramos Rojas. I also discussed my work with Prof. Jason Hong, the course creator. I delivered lectures via slide decks and shared a short URL for students to follow along and refer back to the slide materials, and also demonstrated code through projected worksheets and coding shared on my screen. I used Piazza to answer student questions and to post additional materials on lab topics as needed and if discovered while helping individual students during office hours.

- *In person, January-March 2020:* I endeavored to create a welcoming and supportive lab environment by gathering feedback via anonymous online surveys, creating music playlists for lab, and providing snacks to perk up students during the lab section. I held weekly office hours. I also provided hours by appointment and encouraged students to drop by my on-campus office whenever the door was open and they had a spare moment between classes.
- *Online, March-April 2020:* I sent a personal calendar invite for our Zoom room URL for lab. I spent extra time during the prep period for the online transition to learn about Zoom’s features and to participate in conference calls and Slack discussions with other college teachers across the country to share knowledge of how to effectively teach through video conferencing. I delivered lectures via slide decks and demonstrated code using the screen sharing function. I held office hours via my personal CMU Zoom room, to which the students were permitted access and the URL for which was posted on our syllabus and in the Piazza discussion platform.

15-890 Computer Science Pedagogy

Spring 2020

Refined my pedagogical techniques in a multi-disciplinary doctoral seminar in the School of Computer Science led by Asst. Teaching Professor Michael Hilton, Assoc. Teaching Professor Charlie Garrod, and HCII doctoral candidate Franceska Xhakaj. Readings included the CSEd teaching and research community’s blog posts and conference publications, as well as non-CS classic texts such as *What the Best College Teachers Do*. We also discussed relevant research in cognitive science. We rehearsed and critiqued several short lectures on both CS and non-CS topics, and we demonstrated a 30-minute lesson over Zoom during the final week. We drafted a teaching statement for use in job and fellowship applications.

- **Teaching statement:** <https://corifaklaris.com/files/teaching.pdf>
- **Sample lecture slides:** <https://www.slideshare.net/CoriFaklaris/designing-for-usable-security-and-privacy>

FACILITATION EXPERIENCE

HCI Social Cybersecurity research group

Spring 2018-present

Facilitator for the weekly meetings of the HCI Social Cybersecurity research group (PIs: Laura Dabbish and Jason Hong) at Carnegie Mellon University. I run the Slack channel, provide slide-deck templates for formal research presentations, and send emails to bring together our students, researchers and PIs.

- *In person until March 2020:* I schedule and create invites for meetings in our User Studies Lab conference space. I create the agenda, prompt students to share verbally about their work to date and about their obstacles to progress, schedule occasional outside speakers, and organize snacks.
- *Online after March 2020:* I schedule our weekly meetings and 1:1 mentoring via Zoom and Google Calendar. I prompt students to share about their personal circumstances along with research successes and obstacles, to help provide a safe and welcoming space during stressful times. I keep track of a reduced but consistent research timeline to help provide structure for students and to maintain research continuity while away from our campus lab space.

Graduate Student Writing Group

Spring 2017

Facilitator for the weekly meetings of the Graduate Student Writing Group (Supervisor: Dr. Tabitha Hardy), part of the Preparing Future Faculty Program of the Graduate Office at Indiana University-Purdue University Indianapolis. I ran the weekly meetups, communicated with group members, helped market the group meetings and provided additional resources such as writing tips.

PROFESSIONAL EXPERIENCE

UX Researcher Intern, Facebook

June 2020 – August 2020

Planned and conducted a small-scale interview study for the Measurement RES team in the Ads & Business Products org to better understand challenges in data literacy for digital ads and marketing customers.

Social Media Consultant and Editor/Writer

January 2015 – August 2017

Educated local nonprofit groups, legal and marketing professionals on effective use of social media amid other channels of communication for improved outreach and audience engagement. Assisted in creating effective strategies for social media accounts and targeting, planning and crafting visuals and posts with impact on Facebook, Twitter and other platforms. Generated and edited social content for select clients.

Engagement Producer, IndyStar.com

September 2014 – January 2015

Local Network Editor, IndyStar.com

February 2013 – September 2014

I drove page views, engagement and subscriber value for IndyStar.com, first by originating the role of Local Network Editor, then as one of a select team of Engagement Producers on the site's digital desk. I interacted directly with our audience as a media personality (“@heycori” or just Cori Faklaris), in addition to handling Cori N. Faklaris

some brand communication anonymously under the “@indystar” handle on Twitter or as “The Indianapolis Star” on Facebook. An average day: Browse websites and social media for links, discussions, trending topics, accounts to highlight. Listen to and sift comments and conversations around breaking news, current events, policy, community buzz + fun. Handled morning social media on Twitter and Facebook for the IndyStar.com brand. Fielded customer issues. Target audience: Young readers, professional women, moms.

Work as “@heycori”

- Engaged with audiences on Twitter, Facebook, Pinterest and Instagram platforms;
- Compiled “Cheat Sheet” column aggregating top news links, trending topics and social buzz;
- Advocated for The Star's journalism and promoted the value of a digital subscription.

Work as “@indystar”

- On Twitter, wrote 4-5 posts per hour to the main @indystar brand account, as well as follow up with tweeted questions and complaints;
- On Facebook, wrote 1-2 posts per hour to generate audience engagement and promote the Star's articles, photos and videos;
- Helped identify trends using analytics and observation to increase traffic and build followers;
- Advised the newsroom on best practices for social media, such as the use of current hashtags, effective strategies for promotion of their work and how to sharpen their voices online.

News Design, Editor, UX Research and Systems Analyst, IndyStar Media Group/Gannett

Previous to February 2013

Designed compelling, eye-catching news pages for The Indianapolis Star and its related publications. Helped plan the presentation of the next day's paper, coordinate with other editors, and monitor the flow of content and pages for deadline production. Edited copy. Wrote display headlines and other type. Prototyped and tested new products and tools. Local programmer and administrator for the CCI content management system. Provided desktop support to co-workers with CCI, Outlook, browsers, and other Mac- and Windows-based applications, as well as help with desktops, laptops, iPhones and apps. Helped solve problems on tight timeline for co-workers dealing with technology and/or logistical production issues. Software trainer.

SELECTED VOLUNTEER EXPERIENCE

Kwan Um School of Zen - Pittsburgh

January 2019- Present

I am a member of the local chapter of the Kwan Um School of Zen, in which I hold the rank of dharma teacher. I sit weekly with members of the group, either in person at the Pittsburgh Friends House or online using Google Meet. I am helping to instruct the abbot, Matthew Kizior, in dharma teaching and leading a Zen group.

Social Media Editor, XRDS

December 2017-January 2020

As service to the academic community, I have taken on the role of Social Media Editor for XRDS (Crossroads), the student magazine of the Association of Computer Machinery. I manage the Twitter and Facebook brand accounts. I am building up the Twitter account to improve its social influence and tweet quality. I post on the accounts to promote XRDS student-created content and the magazine and associated blog, as well as student membership in the ACM. I also monitor social media for topics of interest to computer science students and for controversies and discussions involving XRDS, ACM and/or the various CompSci disciplines.

Member, Women@SCS

Fall 2017 – Present

This organization in the School of Computer Science at Carnegie Mellon University helps support women students in computing fields on campus. I participate in outreach, advisory sessions and social events

PROFESSIONAL ORGANIZATIONS

- Association of Computing Machinery.
- IEEE Computer Society.
- USENIX Association.
- Women in Cybersecurity (WiCys).

TECHNICAL SKILLS

- **Expert:** Adobe Creative Suite (Photoshop, Illustrator, InDesign); Google Office suite (Docs, Sheets, Forms, Slides); HTML/CSS/JavaScript; Microsoft Office suite (Word, Excel, Access, Outlook); Slack; IBM SPSS; Muthen & Muthen MPlus.
- **Intermediate:** ArcGIS; Balsamiq; Chartbeat; Citrix; Figma; InVision; Java; jQuery; Python; R; Sketch; Skype; SQL; Trello; Unix; VMWare.
- **Beginner:** Axure; Basecamp; Box; Dropbox; Omniture; Sharepoint; Tableau.

PERSONAL

- I am a longtime abstract expressionist painter. One of my works is hung in my campus office in Pittsburgh. Others can be found in offices and residences in Indianapolis and Colorado.
- My non-computing job is as a dharma teacher for the Kwan Um School of Zen. I sit meditation weekly and support other Zen students who are members of the Pittsburgh Zen Group.
- When I'm not working, I can be found walking, catching up on TV shows, relaxing with friends, cooking, posting on social media, or dangling a toy to entertain my two cats, Dexter and Addie.

WHERE TO FIND MY WORK ONLINE

- **Google Scholar profile page:** <https://scholar.google.com/citations?user=QyK75JQAAAAI&hl=en>.
- **Social Cybersecurity @ HCII home page:** <https://socialcybersecurity.org/>.
- **IUPUI Scholar Works:**
<https://scholarworks.iupui.edu/browse?value=Faklaris,%20Cori&type=author>.
- **UX portfolio:** http://corifaklaris.com/portfolio_ux.html.
- **News design portfolio:** http://corifaklaris.com/portfolio_news.html.
- **Personal blog:** <https://blog.corifaklaris.com/>
- **MuckRack (digital journalism and social media):** <http://muckrack.com/heykori/portfolio>.