FAYE KOLLIG

they/elle ♦ Boulder, Colorado ✉ faye.kollig@colorado.edu 🔗 fayekollig.com

🎓 EDUCATION

University of Colorado Boulder   *Aug 2022 - Present*
PhD student in Information Science, advised by Dr. Casey Fiesler

Michigan State University   *Aug 2018 - May 2022*
B.A. of Media & Information (Focus: Human-Centered Technology), with minors in Information Technology and Spanish
  Honors College, National Merit Scholar, and Dean's List.

🔍 RESEARCH AND WORK EXPERIENCE

University of Colorado Boulder
Graduate Research Assistant   *May 2024 – Present*
  Speculative Ethics and Chatbots: Imagining ethical and unethical mental health and social support futures involving chatbots. (PI: Casey Fiesler)

Parkview Health Mirro Center, Human Services and Informatics Research
Graduate Intern   *Jan 2025 – Aug 2025*
  Trauma-Informed Mental Health Chatbots: Assessing the current field and working towards guidelines for trauma-informed mental health chatbots, incorporating prior work, clinician perspectives, and user/client experiences (PI: Fayika Farhat Nova)

University of Colorado Boulder
Graduate Teaching Assistant   *Aug 2023 – Apr 2024*
  Course: INFO 1101, Computation and Society (Instructor: Chris Carruth)

Graduate Research Assistant   *Aug 2022 – Aug 2023*
  Health Data Privacy: Exploring personal health information sharing and privacy attitudes of people managing chronic illnesses. (PIs: Casey Fiesler and Steve Voida)

  Chronic Illness and Social Media: Exploring the experiences and attitudes of people who post about their chronic mental and/or physical health conditions on social media. (PI: Casey Fiesler)

Human-Computer Interaction Institute, Carnegie Mellon University
Undergraduate Research Internship   *June 2021 – Aug 2021*
  Social Cybersecurity: Studying cybersecurity behavior adoption, focusing on security attitudes, resistance, and social influences. (PIs: Laura Dabbish, Jason Hong, and Cori Faklaris)

Behavior, Information and Technology Lab, Michigan State University

Undergraduate Research Assistant   *May 2020 - May 2021*

        Driving Inferences: Cleaning, annotating, and qualitative analysis of interviews reacting to personal driving data, focusing on data inferences. (PI: Emilee Rader)

        Security Stories: Development and implementation of an email experiment to test anti-phishing training, focusing on story-based learning, and spear-phishing. (PI: Rick Wash)

Professorial Assistant   *Sep 2019 - April 2020*

        Online Communities: Qualitative data analysis of Reddit infertility subreddits, focusing on personal informatics, self-tracking, and social support. (PI: Rich Wash)

Department of Journalism, Michigan State University

Professorial Assistant   *Sept 2018 - May 2019*

        Oral Histories from Spartans: Conducted, filmed, and subtitled interviews in Spanish for a documentary (https://vimeo.com/702897028), focusing on the experiences of a DACA dreamer at MSU. (Advisor: Geri Zeldes)

                Awards received: Broadcast Education Association Diversity & Inclusion Creative (April 2022); Regional Edward R. Murrow Award in Small Market TV (May 2022)

📄 CONFERENCE PROCEEDINGS

<u>Kollig, F.</u>, Farhat Nova, F., Pater, J., Fiesler, C. (2025) Fictional Failures and Real-World Lessons: Ethical Speculation Through Design Fiction on Emotional Support Conversational AI. In CHI Conference on Human Factors in Computing Systems (CHI '25), April 26–May 01, 2025. Yokohama, Japan. ACM, New York, NY, USA. 15 pages. https://doi.org/10.1145/3706598.3713322 **[conference proceedings]**

Knittel, M., <u>Kollig, F</u>., Mason, A., & Wash, R. (2021). "Anyone else have this experience?": Sharing the Emotional Labor of Tracking Data About Me. In the *Proceedings of the ACM on Human-Computer Interaction - CSCW, 5(CSCW1), 1–30.* https://doi.org/10.1145/3449153 **[conference proceedings]**

📄 SHORT PUBLICATIONS

<u>Kollig, F.</u> (2025) Communicating Emotive Folk Theories and Tension through a First-Person Vignette. For: *How do design stories work? Exploring narrative forms of knowledge in HCI*, a Workshop in the Proceedings of CHI 2025 [w**orkshop position paper]**

<u>Kollig, F.</u>, Fiesler, C. (2023). "Headlines rarely soothe nerves": An Analysis of News Coverage of Social Media Mental Health Research. In *Computer Supported Cooperative Work and Social Computing* (CSCW '23 Companion), October 14–18, 2023, Minneapolis, MN, USA. ACM, New York, NY, USA, 5 pages. https://doi.org/10.1145/3584931.3607012 **[poster and extended abstract]**

Kollig, F. (2023) Humanizing the User: Inviting Trauma-Informed Compassion into our Research and Design Practice. For: *Trauma-Informed Design: A Collaborative Approach to Building Safer Online Spaces*, a Workshop in the Proceedings of CSCW 2023 **[workshop position paper]**

Hautea, S., Nthala, N., Kollig, F., Ferraz, J.M., Rader, E. (2021). "Assertive driver, I can imagine that": Interpretations of Inferences from Driving Data". In *USENIX Symposium on Usable Privacy and Security (SOUPS)* 2021. August 8–10, 2021, Vancouver, B.C., Canada. https://www.usenix.org/system/files/soups21-abstract-poster85-hautea.pdf **[poster and extended abstract]**

🖼 PRESENTATIONS

Ethics and Legislation: Mental Health Chatbots and Companion AI. Guest Lecture for INFO 5601, Ethics & Policy, taught by Dr. Casey Fiesler (2025)

Patterns and Social Influences in Resistance Attitudes towards Security. Poster for Carnegie Mellon's HCII Summer REU program (2021)

Exploring the Impact of Story-Based Training on Phishing Susceptibility. Poster for Michigan State University's University Undergraduate Research & Arts Forum (UURAF) (2021)

Exploring Story-Based Training to Reduce Phishing Susceptibility. Poster for the Mid-Michigan Symposium for Undergraduate Research Experiences (Mid-SURE) (2020)

👥 ACADEMIC SERVICE AND VOLUNTEER EXPERIENCE

Supporting Our Colleagues with Disabilities and Chronic Illnesses
Panel Coorganizer and Facilitator   *Fall 2025*
Collaborated to organize panel held during department seminar. Collated university, HCI, and departmental takeaways and resources about accommodating disability and chronic illness in academia, to distribute to graduate students and faculty.

Conference and Journal-Related Service
Peer Reviewer
- CHI Conference on Human Factors in Computing Systems 2025, 2026 (3 submissions)
- ACM International Conference on Supporting Group Work (GROUP) 2027 (1 submission)
- *Catalyst: Feminism, Theory, and Technoscience* journal (2025) (1 submission)
- Conference on Computer-Supported Cooperative Work (CSCW) 2023, 2025 (3 submissions)

Student Volunteer
- CHI 2025 (Yokohama, Japan, April 26 – May 2, 2025)

Safehouse Progressive Alliance on Nonviolence (SPAN)

Volunteer Shelter Advocate   *Feb 2025 - present*

 Community organization providing domestic violence-related counseling, housing, legal, and educational support to the Boulder community. Completed 20-hour paraprofessional training (Feb 2025) on domestic violence, coercive control and power, anti-oppression advocacy, trauma-informed approaches, and ethical communication.

Spartan Support Network, Michigan State University

Support group leader and director of marketing   *Sep 2019 – May 2022*

 Student organization, focused on promoting community, mental health, and mental health awareness on campus

Last Updated: 11/13/2025