

ELEANOR R. BURGESS

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EDUCATION

PhD Media, Technology & Society, Northwestern University

Degree expected 2021

MSc Technology Entrepreneurship (Distinction), University College London

BA Communication Studies, Minor in Global Health Studies, Northwestern University

PUBLICATIONS

Peer-reviewed publications

1. Jordan Eschler, **Eleanor R. Burgess**, Madhu C. Reddy, David C. Mohr [in press]. *Emergent Self-Regulation Practices in Technology and Social Media Use of Individuals Living with Depression*. In 2020 CHI Conference on Human Factors in Computing Systems Proceedings (CHI 2020). April 25–30, 2020, Honolulu, HI, USA. ACM Press.
2. **Burgess, E. R.**, Walter, N., Ball-Rokeach, S. J., & Murphy, S. T. Communication hotspots: How infrastructure shapes people's health. *Health Communication*.
3. **Eleanor R. Burgess**, Kathryn E. Ringland, Jennifer Nicholas, Ashley Knapp, Jordan Eschler, David C. Mohr, Madhu C. Reddy. 2019. *"I think people are powerful": The sociality of individuals managing depression*. In Proceedings of the 2019 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '19). ACM Press.
4. **Eleanor R. Burgess**, Madhu C. Reddy, Andrew Davenport, Paul Laboi, Ann Blandford. 2019. *"Tricky to get your head around": Information Work of People Managing Chronic Kidney Disease*. In 2019 CHI Conference on Human Factors in Computing Systems Proceedings (CHI 2019). May 4-9, 2019, Glasgow, Scotland, UK. ACM Press.
5. Renwen Zhang, **Eleanor R. Burgess**, Madhu C. Reddy, Nan E. Rothrock, Surabhi Bhatt, Luke V. Rasmussen, Zeeshan A. Butt, Justin B. Starren. 2019. *Provider perspectives on the integration of patient-reported outcomes in an electronic health record*. Journal of American Medical Informatics Association (JAMIA) Open.
6. **Eleanor R. Burgess** and Aaron Shaw. 2016. *Evaluating Open Collaboration Opportunities in the Fire Service with FireCrowd*. In Proceedings of the 12th International Symposium on Open Collaboration (OpenSym '16). ACM Press.

Workshop Papers (lightly reviewed)

1. **Eleanor R. Burgess**, Kathryn E. Ringland, Jordan Eschler, David C. Mohr, Madhu C. Reddy. 2019. *The importance of core-ties for depression self-management*. In Proceedings of the Workshop on Interactive Systems in Healthcare (WISH) at the 2019 CHI Conference on

Human Factors in Computing Systems Proceedings (CHI 2019).

2. **Eleanor R. Burgess**, Madhu C. Reddy, Emily G. Lattie, David C. Mohr. 2018. *Care Managers: Sociotechnical Care and Mental Health*. In Proceedings of the Sociotechnical Systems of Care Workshop at the Conference on Computer Supported Cooperative Work and Social Computing (CSCW). ACM, Jersey City, NJ, USA, 4 pages.

Conference Presentations (lightly reviewed)

1. National Communication Association (NCA), Baltimore, MD. Nov 2019. Oral presentation: *Communication Hotspots: How Infrastructure Shapes People's Health*. Session title: Health Literacy: Information Access and Comprehension. Sponsor: Health Communication Division.
2. Kellogg-Booth Student Symposium, Chicago, IL. Apr 2018. Oral presentation: *Investigation of Mental Health Care Practices & Technology Opportunities within Care Management*.
3. Feinberg School of Medicine Lewis Landsberg Research Day, Chicago, IL. Apr 2018. Poster presentation: *Mental Health Care Practices within Care Management*.
4. InfoSocial Graduate Student Conference, Evanston, IL. Mar 2018. Oral presentation: "My First Port of Call": *Information work of chronic kidney disease patients in the UK*.
5. American Medical Informatics Association (AMIA), Washington, DC. Nov 2017. Student Design Challenge Finalist: *Sensi-steps: Using Patient-Generated Data (PGD) to Prevent Post-stroke Falls*.

Doctoral Consortium

ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW), Austin, TX. Nov 2019. Doctoral Consortium oral and poster presentation: *Collaborative self-management of depression*.

Conference Workshop Organizing

[Upcoming] *Technology Ecosystems. Rethinking Resources for Mental Health*. In 2020 CHI Conference on Human Factors in Computing Systems Proceedings (CHI 2020). April 25-30, 2020, Honolulu, Hawai'i, USA. ACM Press

RESEARCH FELLOWSHIP EXPERIENCE

- | | |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2019 | Research Assistant, Northwestern University , Chicago, IL (Jan-March)
Analyzed "communication hot spots" health data from large-scale survey of Latina/Hispanic women in the L.A. area in collaboration with Professor Nathan Walter |
| 2017 -
2018 | Research Fellow, Segal Design Institute, Northwestern University , Chicago, IL
Investigated self-management strategies of people managing depression to inform design of digital mental health support solutions |
| 2015 -
2016 | Fulbright-UCL Technology Researcher, University College London , UK
Investigated the information work activities and needs of UK chronic kidney disease patients |

TEACHING EXPERIENCE

- 2019 **Teaching Assistant, “Introduction to Health Communication”** (Apr-Jun)
Dept. of Communication Studies, Northwestern University, Evanston, IL
Graded student assignments and exams & led course discussions
- 2018 **Teaching Assistant, “Technology & Human Interaction”** (Apr-Jun)
Dept. of Communication Studies, Northwestern University, Evanston, IL
Guest lectured two 90-minute sessions (Contextual Inquiry; Design Values & Ethics)
Led hands-on HCI research practices and design learning for a combined course of
Computer Science and Communication Studies students
- 2017 **Teaching Assistant, “Technology & Communication”** (Sep-Dec)
& *Dept. of Communication Studies, Northwestern University, Evanston, IL*
- 2018 Led 3 guest mini-lectures: Sociotechnical systems; User-centered design; Peer Production.
Graded student blog-posts and exams & led hands-on course activities

Invited Academic & Industry Lectures

- 2019 *Depression & Technology* lecture for Accessibility & Technology class at the
University of Michigan. November 5, 2019.
- 2019 *Social Media & Mood Management* lecture for Social Media & Online
Communities class at Northwestern University. November 5, 2019.
- 2019 Guest speaker on the Mental Health & Technology Research panel for Intro to
Digital Media class, a first-year seminar at Northwestern University. October
25, 2019.
- 2019 *Social Technologies & Self-management of Depression*. Presentation to the
Facebook Wellness Team. August 20, 2019.
- 2019 *Patient Information Work* lecture for Health Information Technologies class at
Northwestern University. April 29, 2019.

SELECTED INDUSTRY EXPERIENCE

- 2019 **UX Research Intern, Facebook Groups** (Jun-Sept)
Facebook, Menlo Park, CA
- Conducted 3 research studies; 2 remote semi-structured interview studies & a survey
 - Participated in international field research and data analysis
 - Led a 14-member design ideation session tackling challenges uncovered by my research
- 2016 – **Co-Founder & Business Strategist**
- 2017 *ShareVR (Pryde), Chicago, IL*
- Created business enabling social media sharing of virtual reality (VR) game content
 - Guided strategic collaborations with national and international VR game studios
 - Conducted physical and virtual-reality interviews regarding user needs and video
sharing preferences

- 2016 **Techstars London Business Accelerator Startup Founder:** drfocused (Jun-Sep)
Techstars, London, UK
- Completed 3 months of intensive business training with 10 other startups in this internationally competitive summer program
 - Initiated and chaired Women in Technology meetings throughout the program
 - Collaboratively developed the business vision and branding
- 2015 – **Co-Founder & Head of Product**
2017 *drfocused, London, UK*
- Created a data-driven technology business providing clinician-centered software tools
 - Led Participatory Design sessions to create the product user interface (iOS & Android)
 - Coordinated the main product launch in July 2016 leading to our first user cohort
 - Built financial business models & conducted market research to test critical assumptions
 - Managed ongoing usability testing by coordinating with local doctor communities
 - Produced social media, website, email, pitch deck, and web platform communications
- 2013 - **Project Manager: firecrowd.com**
2014 *Custos Fratrīs, Tucson, AZ*
- Planned & directed development of a firefighter health and safety peer-production website
- 2012 **Website Developer: psi.arizona.edu** (Aug-Sep)
University of Arizona Zuckerman College of Public Health, Tucson, AZ
- Created the Public Safety Institute website using Drupal software

Entrepreneurship & Technology Presentations

1. Chicago VR Community (CHI-VR) Demo Day, Chicago IL. May 2017.
“ShareVR” startup technology presentation & live participant demos
2. Techstars Demo Day, London, UK. Sep 2016.
“drfocused” healthcare startup technology presentation to the London business community
3. Health Education England TELHack Hackathon, London. Nov 2015.
Presentation: “Gyedlines: Physician Prescription Support using Google Glass”
4. "FireCrowd" presentation to the Evanston Fire Department. Jun 2014.
5. "Spectacle" Google Glass application presentation. Evanston, IL. Dec 2013.

HONORS & AWARDS

1. Fellowship in Leadership, Northwestern University Center for Leadership. Jan-Jun 2019.
2. Finalist team at the American Medical Informatics Association (AMIA) Student Design Challenge for “Sensi-steps” patient-generated data tech prototype. November 2017.
3. Techstars Accelerator Program: \$120,000 for *drfocused*. June 2016.
4. University College London Bright Ideas Award: £10,000 for *drfocused*. April 2016.

5. Most Innovative Team, Best Use of Big Data, and an overall 3rd Place. NHS Health Education England, TELHack. Nov 2015.
6. US-UK Fulbright Technology Award. University College London. March 2015.
7. James H. McBurney Award, Northwestern University School of Communication. May 2015.
8. Departmental Excellence Award for Undergraduate Students, Communication Studies, Northwestern University. May 2015.
9. Casas Adobes Rotary Club Scholarship. March 2012.

SERVICE

Reviewing for: CSCW; CHI; MobileHCI; Health Informatics Journal

HCI Events Committee Co-Chair, Evanston, IL

May 2017 – present

Organized professionalization and social activities for the Northwestern HCI interdisciplinary community including a student colloquium series, paper swaps, and conference practice talks

InfoSocial Graduate Student Conference, Evanston, IL

National conference examining the role of technology in contemporary society

Conference General Chair

May 2017 – Jul 2018

Conference Publicity Chair

Feb 2017 – Apr 2017

US-UK Fulbright Commission – Hivebrite “Fulbrighter” iOS application usability testing Aug 2017

Royal Free Hospital, London – Dermatology website evaluation and usability testing Feb 2016