

## Education

- 2015      **PhD, Media and Information Studies**  
Michigan State University  
Advisor: Rick Wash  
Committee: Gary Hsieh, Joshua Introne, Wei Peng, Emilee Rader, Joseph B. Walther
- 2010      **MSI, Human-Computer Interaction**  
University of Michigan  
Advisor: Mark Newman  
Committee: Stephanie Teasley
- 2007      **BS, Psychology**  
University of Utah  
Certificate in Human Factors Engineering
- 2007      **BA, Russian**  
University of Utah

## Positions

### Research Positions

- 2017 - Present      **Senior Design Researcher**  
athenahealth  
Experience Design Team

2015 - 2017     **Postdoctoral Fellow in Decision Sciences**  
University of Michigan Medical School  
Center for Bioethics and Social Sciences in Medicine  
Mentor: Brian Zikmund-Fisher

2010 - 2015     **Graduate Research Assistant**  
Michigan State University  
Behavior, Information, Technology Lab

2010             **Research Associate**  
University of Michigan  
Comprehensive Cancer Center

2008 - 2009     **Research Associate**  
University of Michigan Medical School  
Open.Michigan

2008             **Research Associate**  
University of Michigan Library  
Usability Working Group

### **Teaching Position**

2008 - 2009     **Graduate Student Instructor**  
University of Michigan  
Department of Slavic Languages and Literatures

## **Publications**

### **Theses**

2015             Decision Biases in User Agreement with Intelligent Decision Aids  
Doctoral Dissertation  
Michigan State University

2010            **Real-Time Text and IM**  
Master's Thesis  
University of Michigan

### **Peer-reviewed publications**

**Note.** Proceedings papers in the top HCI conferences such as CHI and CSCW are rigorously peer-reviewed and have the most prestige and impact in the field.

- 2018    p.14    **Effect of Harm Anchors in Visual Displays of Test Results on Patient Perceptions of Urgency About Near-Normal Values: Experimental Study**  
Brian J. Zikmund-Fisher, Aaron M. Scherer, Holly O. Witteman, Jacob Solomon, Nicole L. Exe, Beth A. Tarini, Angela Fagerlin  
Journal of Medical Internet Research
- 2016    p.13    **Graphics Help Patients Distinguish Between Urgent and Non-Urgent Deviations in Laboratory Test Results**  
Brian J. Zikmund-Fisher, Aaron M. Scherer, Holly O. Witteman, Jacob Solomon, Nicole L. Exe, Beth A. Tarini, Angela Fagerlin  
Journal of the American Medical Informatics Association
- 2016    p.12    **Heterogeneity in Customization of Recommender Systems Among Users with Homogenous Preferences**  
Jacob Solomon  
Proceedings of the 2016 CHI Conference on Human Factors in Computing Systems (CHI) [23% acceptance rate]
- 2016    p.11    **Highly Successful Projects Inhibit Coordination on Crowdfunding Sites**  
Jacob Solomon, Wenjuan Ma, Rick Wash  
Proceedings of the 2016 CHI Conference on Human Factors in Computing Systems (CHI) [23% acceptance rate]
- 2016    p.10    **Is This Good or Bad? Redesigning Visual Displays of Medical Test Results in Patient Portals to Provide Context and Meaning**  
Jacob Solomon, Aaron M. Scherer, Nicole L. Exe, Holly O. Witteman, Angela Fagerlin, Brian J. Zikmund-Fisher  
Proceedings of the 2016 CHI Conference Extended Abstracts on Human Factors in Computing Systems (CHI) [43% acceptance rate]

- 2015 p.9 **Don't Wait! How Timing Affects Coordination of Crowdfunding Donations**  
Jacob Solomon, Wenjuan Ma, Rick Wash  
Proceedings of the 18th ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW) [28% acceptance rate]
- 2015 p.8 **Factors Related to Privacy Concerns and Protection Behaviors Regarding Behavioral Advertising**  
Donghee Yvette Wohn, Jacob Solomon, Dan Sarkar, Kami Vaniea  
Proceedings of the 33rd Annual ACM Conference Extended Abstracts on Human Factors in Computing Systems (CHI) [43% acceptance rate]
- 2014 p.7 **Customization Bias in Decision Support Systems**  
Jacob Solomon  
Proceedings of the 32nd Annual ACM Conference on Human Factors in Computing Systems (CHI) [23% acceptance rate]
- 2014 p.6 **Coordinating Donors on Crowdfunding Sites**  
Rick Wash, Jacob Solomon  
Proceedings of the 17th ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW) [27% acceptance rate]  
**Best Paper Honorable Mention**
- 2014 p.5 **Critical Mass of What? Exploring Community Growth of WikiProjects**  
Jacob Solomon, Rick Wash  
Proceedings of the 8th International AAAI Conference on Weblogs and Social Media (ICWSM) [23% acceptance rate]
- 2014 p.4 **Human-*What* Interaction? Understanding User Source Orientation**  
Jacob Solomon, Rick Wash  
Proceedings of Human Factors and Ergonomics Society Annual Meeting 58(1) 422-426  
**Best Paper Nominee**
- 2012 p.3 **Bootstrapping Wikis: Developing Critical Mass in a Fledgling Community by Seeding Content**  
Jacob Solomon, Rick Wash  
Proceedings of the 15th ACM Conference on Computer Supported Cooperative Work [40% acceptance rate]

2010 p.2 **Speaking Through Text: The Influence of Real-Time Text on Discourse and Usability in IM**  
Jacob Solomon, Mark Newman, Stephanie Teasley  
Proceedings of the 16th ACM International Conference on Supporting Group Work (GROUP) [36% acceptance rate]

2007 p.1 **Digital Photo Kiosk Evaluation**  
Jacob Solomon, Frank A. Drews  
Human Factors and Ergonomics Society Annual Meeting 51(5) 484 - 488

### **Conference Abstracts (lightly peer-reviewed)**

2017 c.7 **Enhancing Personal Health Informatics Through App Integration and End-User Programming of Automated Tasks**  
Jacob Solomon  
Workshop on Interactive Systems in Healthcare

2016 c.6 **Improving Understanding of Test Results by Substituting (Not Adding) Goal Ranges**  
Aaron M. Scherer, Holly O. Witteman, Jacob Solomon, Nicole L. Exe, Angela Fagerlin, Brian J. Zikmund-Fisher  
Society for Medical Decision Making Annual North American Meeting

2016 c.5 **Providing Harm Anchors in Visual Displays of Test Results Mitigates Patient Concern About Nearly Normal Values**  
Brian J. Zikmund-Fisher, Aaron M. Scherer, Holly O. Witteman, Jacob Solomon, Nicole L. Exe, Angela Fagerlin  
Society for Medical Decision Making Annual North American Meeting

2016 c.4 **Understanding and Promoting Shared Decision Making with a Novel Interactive Online Tool**  
Fred Amell, Jacob Solomon, Brian Zikmund-Fisher, Konstantin Boroda, Yaara Zisman Ilani, Caroline Park, Santiago M. Thibaud, Anand D. Jagannath, Frederik Yick, Tina Shah, Taylor Miller, Ramachandra Reddy, Joshua Cho, Michelle Pong, Shey Mukundan, Esther Mizrahi, Ashley Cenicerros, Manaf Assafin, Hamid Lari, Kenny Ye, Darlene Lefrancois  
Society of General Internal Medicine Annual Meeting

- 2016 c.3 **A Novel Interactive Icon-Array Software Improves Comprehension of Absolute Risk in Medical Trainees and Helps Transform a Large Risk Communication Site into a Potent Resource for Shared Decision Making**  
 Fred Amell, **Jacob Solomon**, Brian Zikmund-Fisher, David Newman, Caroline Park, Yaara Zisman-ilani, Konstantin Boroda, Santiago Thibaud, Anand Jagannath, Frederik Yick, Tina Shah, Taylor Miller, Ramachandra Reddy, Joshua Cho, Michelle Pong, Shey Mukundan, Kim Renwick, Esther Mizrachi, Darlene Lefrancois  
 4th Annual Lown Institute Conference  
**Audience Choice Award**
- 2013 c.2 **Flaming, Criticism and Appreciation on Social Media - An Analysis of Discourse on YouTube Videos**  
 M. Laeeq Khan, **Jacob Solomon**  
 National Communication Association (NCA)
- 2013 c.1 **Advocacy, Entertainment and News: An Analysis of User Participation on YouTube**  
 M. Laeeq Khan, **Jacob Solomon**  
 Association for Education in Journalism and Mass Communication (AEJMC) Annual Conference

### **Working Papers and Under Review**

- 2018 u.5 **Providing Harm Anchors in Visual Displays of Test Results Can Mitigate Patient Perceptions of Urgency about Near-Normal Values**  
 Brian Zikmund-Fisher, Aaron Scherer, Holly Witteman, **Jacob Solomon**, Nicole Exe, Angela Fagerlin  
 Under Review
- 2017 u.4 **Participatory Design for Participatory Research: Creating a Web-based Tool to Engage Communities in Prioritizing Health Research Spending**  
**Jacob Solomon**, Terrance Campbell, Zachary Rowe, Lisa Szymecko, Susan Goid  
 In Preparation
- 2017 u.3 **Bias in Agreement with Recommender Systems Resulting from End-User Customization**  
**Jacob Solomon**, Rick Wash, Wei Peng, Joshua Introne, Emilee Rader  
 In Preparation

2017 u.2 **The Role of User-Created Automations in Personal Health Informatics**  
Jacob Solomon  
In Preparation

2011 u.1 **Bots on Wikipedia: An Exploration of Social Influences**  
Jacob Solomon  
Working Paper

### **Technical Reports**

2010 r.9 **Evaluation of Comprehensive Cancer Center Patient Site**  
Jacob Solomon, Ricardo Yi  
Technical Report for University of Michigan Comprehensive Cancer Center

2009 r.8 **Microsoft OneNote Tagging Comparative Evaluation**  
Jonathan Cohen, Umanka Karkada, **Jacob Solomon**, Janani Sundar  
Technical Report for Microsoft Corporation

2009 r.7 **Microsoft OneNote Tagging User Survey**  
Jonathan Cohen, Umanka Karkada, **Jacob Solomon**, Janani Sundar  
Technical Report for Microsoft Corporation

2009 r.6 **Microsoft OneNote Tagging Usability Testing**  
Jonathan Cohen, Umanka Karkada, **Jacob Solomon**, Janani Sundar  
Technical Report for Microsoft Corporation

2008 r.5 **OER Usability Analysis**  
Jacob Solomon  
Technical Report for Open.Michigan

2008 r.4 **MTagger Usability Testing**  
Matthew Schultz, **Jacob Solomon**  
Technical Report for University of Michigan Library Usability Working Group

- 2008 r.3 **MTagger Cognitive Walkthrough and Heuristic**  
Jacob Solomon, Matthew Schultz  
Technical Report for University of Michigan Library Usability Working Group
- 2008 r.2 **MTagger User Interviews**  
Matthew Schultz, Jacob Solomon  
Technical Report for University of Michigan Library Usability Working Group
- 2008 r.1 **MTagger Guerilla Testing of the Pop-up Tagging Window**  
Matthew Schultz, Jacob Solomon  
Technical Report for University of Michigan Library Usability Working Group

## **Other Contributions**

- 2016 **screeningdecision.com**  
Designed and developed a tool with Dr. Sameer Saini of the VA to assist clinicians in deciding when to stop screening patients for colorectal cancer. This tool is available at <http://screeningdecision.com>

## **Presentations**

Presented papers for publications p.1, p.2, p.3, p.4, p.5, p.6, p.7, p.9, p.11, p.12 at their respective conferences.

- Mar 15, 2017 **Who Gets to Push the Buttons? Evaluating End-user Controllability in the Design of Health Information Technology**  
University of Michigan School of Public Health  
Ann Arbor, MI
- Feb 3, 2017 **Designing Sociotechnical Platforms to Support Crowd Innovation**  
Brigham Young University Computer Science Colloquium  
Provo, UT



- Nov 17, 2016 **End-user Control of Intelligent Systems: The Role of Interactivity in Computer-Supported Decision Making**  
Brigham Young University Computer Science Colloquium  
Provo, UT
- Nov 19, 2015 **Designing the Information Cockpit: The Impact of Customizable Algorithms on Computer-Supported Decision Making**  
Center for Bioethics and Social Sciences in Medicine Seminar  
Ann Arbor, MI
- Apr 25, 2014 **Customization Bias in Decision Support Systems**  
Media and Information Studies Spring Research Symposium  
East Lansing, MI
- Apr 19, 2013 **Crowdfunding Risks and Rules**  
Media and Information Studies Spring Research Symposium  
East Lansing, MI
- Apr 13, 2012 **An Immediacy-Based Model of Source Orientation**  
Media and Information Studies Spring Research Symposium  
East Lansing, MI

## **Awards**

- 2014 **Dissertation Completion Fellowship**  
College of Communication Arts and Sciences, Michigan State University
- 2014 **Outstanding Doctoral Researcher**  
Department of Media and Information Studies, Michigan State University
- 2014 **Best of Symposium Award**  
Media and Information Spring Research Symposium, Michigan State University
- 2013, 2012 **Summer Research Fellowship**  
College of Communication Arts and Sciences, Michigan State University

- 2012, 2010      **Travel Award**  
Department of Telecommunications, Information Studies, and Media, Michigan State University
- 2009              **Rackham Graduate Student Research Grant**  
Rackham Graduate School, University of Michigan

## **Teaching**

### **Courses Taught**

- Fall 2008,  
Fall 2009          **Russian 201**  
University of Michigan  
Primary instructor for 3rd semester Russian language course
- Winter 2009      **Russian 202**  
University of Michigan  
Primary instructor for 4th semester Russian language course
- Winter 2008      **Russia Today**  
University of Michigan  
Led discussion sections, graded essays for undergraduate course on contemporary Russian culture and politics

### **Mentoring**

- 2013, 2014      **Katie Hoban**  
Mentored REU project on crowdfunding, contributed to papers c.9 and c.11
- 2012              **Kyle Safran**  
Mentored REU project on crowdfunding, led to paper c.6
- 2012              **Nate Zemanek**  
Mentored NSF Research Experiences for Undergraduates (REU) project on computer security

## **Guest Lectures**

Feb. 3, 2017    **Depth First Search in Directed Graphs and Strongly Connected Components**  
CS 312: Algorithm Design and Analysis  
Brigham Young University

## **Service**

2016-17        **Program Committee Associate Chair**  
ACM Conference on Human Factors in Computing Systems (CHI) - Late Breaking Work

2016-17        **CBSSM Professional Development Committee Member**

2014-18        **Reviewer**  
ACM Conference on Human Factors in Computing Systems (CHI)  
[Excellent Review Acknowledgement 2016](#)

2013, 2015-17 **Reviewer**  
ACM Conference on Computer-Supported Cooperative Work (CSCW)  
[Excellent Review Acknowledgement 2017](#)

2017            **Reviewer**  
ACM User Interface Software and Technology Symposium

2017            **Reviewer**  
The American Journal of Medicine

2017            **Reviewer**  
Telematics and Informatics

2017            **Reviewer**  
Medical Decision Making

2016      **Reviewer**  
Patient Education and Counseling

2011      **Reviewer**  
Journal of Computer-Mediated Communication

## **Membership**

Association for Computing Machinery (ACM)

Human Factors and Ergonomics Society

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