

Shauna Julia Concannon

Curriculum Vitae

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PERSONAL PROFILE

An interdisciplinary researcher working at the intersection of computational linguistics, computational social science and experimental pragmatics.

EDUCATION

PhD Media Arts Technology Awarded 2017	Queen Mary, University of London Fully funded EPSRC studentship Supervisors: Prof Pat Healey, Dr Matthew Purver Examiners: Prof Jean E Fox Tree and Prof Massimo Poesio
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Thesis: Taking a Stance: Experimenting with Deliberation in Dialogue

My thesis examined disagreement and deliberation in computer mediated dialogues. Combining techniques from experimental psychology, pragmatics and computational linguistics I investigated the interactional effects of linguistic markers using a text-based chat-tool that allows fine-grained manipulations of dialogues in real-time. I systematically manipulated the implied levels of speaker commitment or 'knowingness' to test whether it impacts on the deliberative potential of a dialogue. The results highlight that framing opinions as less 'knowing' increases the likelihood that participants will consider more alternative viewpoints, thus increasing the deliberative quality of a dialogue.

M.St. English Literature Awarded 2009	University of Oxford 65% (pass)
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BA (Hons) English Literature Awarded 2007	University of Reading First Class Honours
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EMPLOYMENT

Post-doctoral Research Associate, University of Cambridge

June 2019 – present

I am a researcher on the Giving Voice to Digital Democracies project, funded by the Centre for Humanities and Social Change. I am researching the ethical dimension of artificially intelligent communication technologies. Current projects include, frameworks for evaluating inequity and bias in textual datasets and the ethics of the employment of empathetic strategies by conversational agents, and the role this plays in health-related applications.

Post-doctoral Research Associate, Digital Creativity Labs, University of York

February 2018 – May 2019

On the EPSRC funded Perspective Media project I researched how data-driven storytelling and adaptive media delivery can facilitate new forms of public engagement with data. This included creating a short film with dynamically adaptive narratives and video-based infographic overlays

determined by local government data sources. I also organised workshops to address the ethical issues associated with personalisation technologies.

Post-doctoral Research Associate in Digital Democracy, Open Lab, Newcastle University

November 2016 - January 2018

As a researcher for the EPSRC funded Digital Economy Research Centre, I explored how digital technologies can be used to support civic engagement. I conducted analysis of social media data combining computational (e.g. topic modelling and entity extraction) and qualitative methods. Projects included the analysis of user-generated content to understand how concerns around breastfeeding in public vary across different socio-demographic groups; developing evaluative framework and analysis for large corpus of WhatsApp data generated through a large-scale future forecasting global game with over 3000 players developed with the Red Cross; developing designs for toolkits to assist non-experts to explore and make sense of large textual datasets.

Research Assistant, Queen Mary, University of London

March - June 2016

Twitter Exploration for Mining Patient Opinions. An InnovateUK funded project in collaboration with Quality Health, investigating patient opinion on social media, using machine learning and qualitative linguistic analysis.

May - Oct 2015

Framing User-Error in Device-related Incidents. Part of the EPSRC funded CHI-med project. Using a combination of computational linguistics and discourse analysis to investigate authority and evidentiality in NHS incident report data.

April - Sept 2014

Inferring Cultural Preference From Twitter Data. A CreativeWorks London project in collaboration with Chatterbox and the Barbican. Modelling the interests of audiences on Twitter using machine learning approaches to classify conversational topics and locate culturally curious followers.

Research Intern, BBC R&D

I co-designed a crowdsourcing platform and implemented a user study exploring the motivation for individuals to improve the metadata of the BBCs World Service Audio Archive.

PUBLICATIONS

Marian Ursu, Davy Smith, **Shauna Concannon**, Jonathan Hook. 2020. Authoring Interactive Fictional Stories in Object-Based Media (OBM). In *Proceedings of the 2020 ACM International Conference on Interactive Media Experiences*.

Shauna Concannon, Tash Rajan, Parthiv Shah, Davy Smith, Marian Ursu and Jonathan Hook. 2020. Brooke Leave Home: Designing a Personalized Film to Support Public Engagement with Open Data. In *Proceedings of the 2020 CHI Conference on Human Factors in Computing Systems - CHI '20*, pages 1–14.

<https://doi.org/10.1145/3313831.3376462>

Shauna Concannon, Madeline Balaam, Emma Simpson, and Rob Comber. 2018. Applying Computational Analysis to Textual Data from the Wild. In *Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems - CHI '18*, pages 1–13.

<http://dl.acm.org/citation.cfm?doid=3173574.3173800>

Chrystie Mykietiak, **Shauna Concannon**, and Paul Curzon. 2017. Narrative perspective, person references, and evidentiality in clinical incident reports. *Journal of Pragmatics* 117: pages 139–154. <https://doi.org/10.1016/j.pragma.2017.06.018>

Shauna Concannon. 2017. PhD Thesis. Taking a stance: experimenting with deliberation in dialogue. Queen Mary University of London. <https://qmro.qmul.ac.uk/xmlui/handle/123456789/30623>

Shauna Concannon, Patrick G T Healey, and Matthew Purver. 2017. Opening Up and Closing Down Discussion: Experimenting with Stance in Conversation. In *Proceedings of the Annual Meeting of the Cognitive Science Society - CogSci 2017*. Cognitive Science Society. ISBN: 978-0-9911967-6-0. Pages 1818-1824

Shauna Concannon, Patrick G T Healey, and Matthew Purver. 2017. How natural is argument in natural dialogue? In *Proceedings of the 16th Workshop on Computational Models of Natural Argument co-located with IJCAI 2016*. Volume 1876: pages 43–48. <http://ceur-ws.org/Vol-1876/>

Chrystie Mykietiak, **Shauna Concannon**, and Paul Curzon. 2015. New/s Design: Informing future design processes by understanding media reporting of medical errors with medical devices. In *MOBIHEALTH 2015 - 5th EAI International Conference on Wireless Mobile Communication and Healthcare - Transforming Healthcare through Innovations in Mobile and Wireless Technologies*, pages 8–11. <https://doi.org/10.4108/eai.14-10-2015.2261762>

Shauna Concannon, Patrick G T Healey, Matthew Purver. 2015 Shifting opinions: Experiments on agreement and disagreement in dialogue. *Proceedings of the 19th Workshop on the Semantics and Pragmatics of Dialogue*, pages 6-14. http://events.illc.uva.nl/semdial/proceedings/semdial2015_godial_proceedings.pdf

Shauna Concannon, Patrick G T Healey, and Matthew Purver. 2015. Taking a Stance: A Corpus Study of Reported Speech. *Proceedings of the 19th Workshop on the Semantics and Pragmatics of Dialogue*, pages 15-23. http://events.illc.uva.nl/semdial/proceedings/semdial2015_godial_proceedings.pdf

Shauna Concannon and Matthew Purver. 2014. Interpreting Arts Audiences and Cultural Preference Through Twitter Data. *Digital Intelligence. Nantes, France. (best paper award)* <http://www.eecs.qmul.ac.uk/~mpurver/papers/concannon-purver14di.pdf>

TEACHING

Experience of designing and delivering modules and guest lectures to undergraduate and postgraduate students on Design for Human Interaction and Digital Media.

Associate Lecturer, Design for Human Interaction, QMUL
September 2015 - January 2017

Shauna Concannon CV

Developing and delivering a full 30 credit module; setting and marking coursework and exams; supporting student progression. Delivered to third year undergraduate Psychology and postgraduate Computer Science students.

Guest Lecturer, Kings College London

October 2019

AI Sharing: On Conversational Data, Chatbots and Virtual Personal Assistants to MA Digital Culture and Society students

March 2017

On Continuity and Change: Brave new digital worlds delivered to BA Digital Culture students.

October 2016

Lecture on privacy and surveillance to students on the MA Digital Culture and Society programme.

Teaching Assistant, QMUL

January 2013 - April 2015

Supporting students and marking coursework for the following modules:

(MSc) Interaction Design module, (BSc & MSc) Design for Human Interaction module, (MSc) Professional Research Themes module.

STUDENT SUPERVISION

Membership of the supervisory committees of two PhD students. Supervision of internship, undergraduate and master's students:

PhD Committee Member Dan Howard, *Fostering civic engagement through games*, 2017-18

PhD Committee Member Nikolai Glad, *Digitalising European party politics: A democratic revolution in collective decision making?* 2017-18

Undergraduate Project Supervisor Marwan Elwaraki (Filter Bubbles) 2017-18

Internship Project Supervisor Tash Rajan (Data-driven film production) 2018

Internship Project Supervisor Parthiv Shah (Data integration to Cutting Room Tool) 2018

ACADEMIC SERVICE AND LEADERSHIP

Demonstrations program chair for ACM TVX 2019 Conference

Associate Chair for ACM TVX 2019 Conference

Reviewer *Dialogue and Discourse* journal, *International Journal of Artificial Intelligence Tools*

Program committee International Conference on Interactive Digital Storytelling (ICIDS 2018)

Reviewer International Conference on Interactive Digital Storytelling (ICIDS)

Reviewer ACM Conference on Human Factors in Computing Systems (CHI 2018/19/20)

Reviewer ACM SIGCHI Conference on Designing Interactive Systems (DIS 2017/18/19/20)

Member ACM, SIGCHI

Co-organiser of Digital Economies Network workshop on Digital Democracy, Newcastle, July 2016.

Conference assistant, The 11th International Conference on Computational Semantics (IWCS 2015), March 2015

Local organiser for the Third International Workshop on Miscommunication, May 2014

Co-organiser for the Miscommunication Postgraduate Colloquium, May 2014

Organiser of bi-weekly data sessions at QMUL, Sept 2013 - May 2014

Course representative for Media & Arts Technology programme, June 2012 - Oct 2014

FUNDING

2015 News Data Analysis in Early Modern Europe: A Feasibility Study, Co-Principal Investigator, Digital Humanities project primer funding QMUL (£1500)

2011-2016 Media and Arts Technology Doctoral Training Centre Engineering and Physical Sciences Research Council PhD Studentship (£64,000)

DISSEMINATION, IMPACT AND ENGAGEMENT

Invited Talks

Beginning with Bias: Unpacking the Complexities of Developing Ethical AI systems. Hosted by the Centre for Digital Culture and the Department of Digital Humanities, Kings College London, February 2020.

Conversational agents: ethical considerations for responsible design. NLIP Seminar Series, University of Cambridge, November 2019.

Transparency and Trust in Human-Machine-Interactions. At *The Future of AI: Language, Society, Technology*. CRASSH, University of Cambridge, September, 2019.

"Alexa, are you for real?": Epistemic Status in Human-Agent Dialogues. *Cogsci seminar series*. Queen Mary, University of London, June 2019.

Personalised Video for Data Engagement. At *Data and Storytelling workshop*. Open Data Institute, London, January 2018.

How Natural is Natural Dialogue? *Argumentation Group*. Kings College London, Jan 2017.

From dialogue to hacking plants. IIT Bombay, November 2015.

MzTEK: festivals, workshops and take away technologies. *Open Source Hardware User Group*. British Computer Society, May 2014.

The Hacked Human Orchestra project. Dorkboat, Stubnitz, London, November 2012.

Public Engagement

Fact-checking Hackathon organiser and facilitator, organizing and delivering an interdisciplinary hackathon (including Python for Linguists sessions) at the University of Cambridge, January 2020.

York Mediale, *The One Percent*, Speaking about data and narrative surrounding the experiences of care-experienced young people at a film launch event, September 2018.

York Mediale, *What is love?* Producer of an interactive exhibition of an interactive film developed at the University of York, in collaboration with BBC R&D and Symbolism Studios.

Film jam/hackathon organiser and facilitator, Organised and delivered a weekend film hack using open datasets to create on data-driven videos, May 2018.

Facilitator, break-out session, Launch of Community Led Local Development project in Newcastle, promoting innovative approaches for supporting community dialogue and engagement, Nov 2017.

Article, Contributed to an article on women in computer science in a magazine for school students, *CS4FUN*, Spring 2017.

Presentation, Plant hack: fostering sustained engagements, Digital Shoreditch, London, May 2015.

Panel session, Super Human Academy for secondary school pupils, Festival of the Spoken Nerd, Guerrilla Science, Ravensbourne College, London. June 2015.

Conference presentations and Workshops

Workshop: Future Digileaders, KTH Stockholm, November 2019.

Presenter: *Debiasing Data in Language-based AI Systems: Critical Perspectives on Linguistic Change*. Algorithms for Her, Kings College London, January 2020.

AWARDS

Best paper award at Digital Intelligence, Nantes, 2014.

Winning team at Plant Hack. Symposium and Hackathon in Social Media and Interaction, Cambridge, UK 2015.

NONACADEMIC WORK

Invisible Dust

Developing a series of arts and technology workshops and activities for young people aged 8-12, that used sensor technologies to explore the woodland environments and ecosystems.

MzTEK (a women's art & technology education initiative)

Developing workshops for organisations such as Guerilla Science, Goldsmiths and Falmouth universities, Hackney Council and the Barbican on electronics, e-textiles, programming and creative practice.

Mencap

Developing web content, researching usability issues & staff training.

SKILLS

Programming	Python, Processing, Arduino, Javascript, MaxMSP
Statistical Analysis	SPSS, R
Data Analysis	Python libraries (Scikit-learn, NumPy, Pandas, plot.ly)
Linguistic Analysis Tools	WEKA, Mallet, Antconc, Python
Video and Audio Editing	Adobe Creative Cloud, Final Cut Pro, Logic, Audacity
Databases	SQL

TRAINING

Admissions Selections Training, Cambridge University, November 2019

Mental Health Training Course, University of York, November 2018