

Jenna Burrell

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EMPLOYMENT

Assistant Professor, School of Information, UC Berkeley, Berkeley, CA * USA * 2007 – present

EDUCATION

London School of Economics, London * UK * 2003 – 2007

MPhil/PhD in Sociology

Cornell University, Ithaca, NY * USA * 1997 - 2001

B.A. (with honors) in Computer Science

Areas of Concentration: Psychology, Organizational Behavior.

REFEREED BOOKS

J. Burrell. Invisible Users: Youth in the Internet Cafes of Urban Ghana. Book under contract with the **MIT Press**.

REFEREED JOURNAL ARTICLES

J. Burrell. (2011) User Agency in the Middle Range: Rumors and the Reinvention of the Internet in Accra, Ghana. **Science, Technology, & Human Values**, 36(2): 139-159.

J. Burrell (2010) Evaluating Shared Access: Social Equality and the Circulation of Mobile Phones in Rural Uganda. **Journal of Computer-Mediated Communication**, 15(2): 230-250.

J. Burrell. (2009) The Fieldsite as a Network: A Strategy for Locating Ethnographic Research. **Field Methods**, 21(2): 181-199.

J. Burrell. (2008) Problematic Empowerment: West African Internet Scams as Strategic Misrepresentation. **Information Technology and International Development**, 4(4): 15-30.

J. Burrell and K. Anderson. (2008) "I Have Great Desires to Look Beyond my World:" Trajectories of Information and Communication Technology use Among Ghanaians Living Abroad. **New Media and Society**, 10(2): 203-224.

J. Burrell, T. Brooke, and R. Beckwith. (2004) Vineyard Computing: The Application of Sensor Network Technologies to Work Practices in an Agricultural Production Environment. **IEEE Pervasive Computing**, 3(1): 38-45.

J. Burrell and G.K. Gay. (2002) E-graffiti: Evaluating Real-World Use of a Context-Aware System. **Interacting with Computers** (Special Issue on Universal Usability) 14(4): 301-312.

INVITED ARTICLES AND BOOK CHAPTERS

J. Burrell (forthcoming) The Materiality of Rumor. In Leonardi, P., B. Nardi, and J. Kallinikos (Eds), Materiality and Organizing. Ann Arbor, MI: University of Michigan Press.

J. Burrell and K. Toyama. (2009) What Constitutes Good ICTD Research? **Information Technology and International Development**, 5(3): 82-94.

J. Burrell. (2009) Could Connectivity Replace Mobility? An Analysis of Internet Cafe Use Patterns in Accra, Ghana. In de Bruijn, M., F. Nyamnjoh, and I. Brinkman (Eds), Mobile Phones: The New Talking Drums of Everyday Africa. Bamenda, Cameroon: Langaa Publishers / ASC.

ARTICLES IN PROGRESS

J. Burrell. Technology Hype Versus Enduring Uses: A Longitudinal Study of Internet Use Among Early Adopters in an African City (under review)

REFEREED CONFERENCE PAPERS

J. Sherry, S. Mainwaring, J. Burrell, R. Beckwith, and T. Salvador. (2004) 'This all together hon?' Ubicomp in non-office work environments. Proceedings of the Conference on Ubiquitous Computing. Nottingham, UK.

J. Burrell, G.K. Gay, K. Kubo, and N. Farina. (2002) Context-Aware Computing: a test case. Proceedings of the Conference on Ubiquitous Computing. Gothenburg, Sweden.

REPORTS

J. Burrell, E. Kansa, N. Kersey, K. McPherson, C. Riley, G. Vaswani (2010) Humanities Scholarship and Possibilities for Digital Collaboration: A Qualitative Study for Project Bamboo.

J. Burrell. (2008) Livelihoods and the Mobile Phone in Rural Uganda. A Report for the Grameen Foundation USA. Available at:
<http://www.grameenfoundation.applab.org/section/ethnographic-research>

INVITED TALKS AND SELECTIVE WORKSHOPS

Upcoming, January 2012, invited participant, **Microsoft Research** Social Computing Symposium, hosted at New York University.

Upcoming, November 2011, guest speaker, Community Informatics Seminar, **University of Michigan**.

October 2011, invited speaker (sponsored by Yahoo Research), IS colloquium, **Cornell University**.

April 2011, invited participant, Workshop: Materiality and Organizing (organizers: Paul Leonardi, Bonnie Nardi, Jannis Kallinikos), **Northwestern University**.

October 2010, invited speaker, **Stanford University**, Liberation Technology Seminar Series.

October 2010, invited speaker, **Nokia Research** (NRC-Palo Alto)

May 2010, invited panelist, **Stanford University**, Rebele Conference on Free Speech, "Designing for Freedom: Values in Communication Technologies"

May 2010, invited speaker, **Northwestern University** Technology & Social Behavior, Distinguished Colloquium Speaker Series

February 2010, invited participant, Workshop: Creating a Research Agenda in Computing at the Margins, **Georgia Institute of Technology**, College of Computing

June 2009, 'camper' at the Summer Research Institute for the Science of Sociotechnical Systems, Syracuse, NY.

March 2009, invited speaker, **Nokia Research** (NRC-Palo Alto) on mobile phones, money transfer, and user innovation in Uganda.

March 2009, invited speaker, ICT4D lecture series, Department of Telecommunications, Information Studies, and Media, **Michigan State University**.

November 2006, invited speaker, "Mental Models, Migration, and Microsoft: how Internet cafe users in Accra, Ghana define the link between technology and development," **Intel Research Berkeley**.

CONFERENCE AND WORKSHOP PARTICIPATION

Upcoming, November 2011, session organizer and participant, Session: How Marginalized Populations Self-Organize with Digital Tools. Society for the Social Studies of Science (4S) Annual Meeting (Cleveland, OH)

December 2010, workshop co-organizer (with Vanessa Frias-Martinez, Kentaro Toyama, Nathan Eagle), Session: Qual Meets Quant: Bridging the Gap between Technical and Social

Researchers to Foster International Development through Mobile Platforms. Information and Communication Technology and Development Conference (London, UK)

November 2009, panel participant, Session: ICTs and New Geographies of Mobility in Africa. African Studies Association Annual Meeting (New Orleans, LA)

October 2009, panel participant, Session: Technological Interventions in the Global South. Society for Social Studies of Science (4S) Annual Meeting (Washington, D.C.)

September 2008, Persuading a Foreign Audience: Internet Scamming Strategies in Ghana and the West Africa Region, Conference on African and Afro-Caribbean Performance, UC Berkeley, September 2008.

September 2008, Ways of Sharing: the mobile phone and money transfers in rural Uganda, Everyday Digital Money conference, UC Irvine.

T. Parikh, J. Burrell, C. Cheshire, September 2008, Facilitating Richer Exchanges Using Mobile Technologies, Everyday Digital Money conference, UC Irvine.

August 2008, panel organizer and chair, On the Ground Accounts of the Mobile Phone 'Revolution' in Africa, The Society for Social Studies of Science (4S) Annual Meeting.

October 2007, panel participant, Subversive Youth and Self-Determination at Internet Cafes in Accra, Ghana, African Studies Association Annual Meeting.

July 2007, panel participant, Session: New Social Spaces, Mobility and Technology in Africa. European Conference on African Studies (ECAS).

November 2006, panel participant, Session: Technology in Transnational Social Worlds. American Anthropological Association Conference.

September 2006, workshop co-Organizer (with Tony Salvador), Designing for "Success" in the Developing World, Proceedings of the Ethnographic Praxis in Industry Conference.

2005, Telling Stories of Internet Fraud: how word-of-mouth shapes Internet use in Accra, Ghana. Association of Internet Researchers conference.

RESEARCH AND PROFESSIONAL EXPERIENCE

November 2007 – January 2008. Consultant, Grameen Foundation USA, Seattle, WA
Led the ethnographic component of a needs assessment study involving 3 weeks of fieldwork at three rural villages in Uganda. Produced a report to communicate findings about information needs and potential mobile phone based applications for these rural communities.

January 2007 – April 2007. Graduate Intern, Domestic Designs and Technologies Research, Intel Corporation, Hillsboro, OR
Initiated a study on the videography of social events in Accra, Ghana. This work involved a three

week period of intensive ethnographic fieldwork including eleven interviews, eight home tours, and participation in several social events.

July 2005 - September 2005. Graduate Intern, People and Practices Research, Intel Corporation, Hillsboro, OR

Participated in a three-person team doing ethnographic research in Belo Horizonte, Brazil examining the technology practices of young women across multiple socio-economic strata.

July 2004 – September 2004. Graduate Intern, People and Practices Research, Intel Corporation, Hillsboro, OR

Initiated a study of transnationalism and organized a two-person team to research the experiences of Ghanaians living in London, UK and in Portland, OR USA using a multi-sited ethnographic approach.

July 2001 – September 2003. Application Concept Developer, People and Practices Research, Intel Corporation, Hillsboro, OR

Worked within a group of social science researchers studying work practice, domestic life, and technology use in the U.S., Europe, Asia, and Latin America. Led an ethnographic study of factory technician work process in Intel's manufacturing environment. The study involved two fieldwork sites in the U.S. and one in Ireland. Projects on work practices culminated in the development of technology demos based on research findings and were widely disseminated throughout the corporation.

October 1999 – May 2001. Research Assistant, Human-Computer Interaction Group, Cornell University, Ithaca, NY

Initiated a two-year research project developing location-aware tour guides. Managed a development team of three members. This project also involved an extended period of user evaluation. Published three conference papers and one journal paper all with first authorship over the course of 2 years as a part-time research assistant while pursuing an undergraduate degree. Currently on the board of directors for a small business called Spotlight Mobile (www.spotlightmobile.com) that has successfully commercialized some of this research.

June 1999 – August 1999. Undergraduate Intern, Manufacturing Automation, Intel Corporation, Hillsboro, OR

Initiated an ethnographic study of factory technicians working in the clean room to gain insights into how automation systems could be improved to better support technician work practices.

TEACHING EXPERIENCE

Spring 2008, 2009, Fall 2009, 2010, 2011 - School of Information, UC Berkeley, Graduate Level Course, Info 272: Qualitative Research Methods for Information Systems and Management (3 units)

Fall 2010, Spring 2011, Fall 2011 (with Prof. Tapan Parikh) – School of Information, UC Berkeley, Info 290: Information and Communication Technology and Development Research Seminar (1 unit)

Fall 2008, Spring 2010, Spring 2011 - School of Information, UC Berkeley, Undergraduate Course, Info 190: Technology and Poverty (3 units)

Spring 2010 (with Prof. Annalee Saxenian) – School of Information, UC Berkeley, Info 283: Information and Communications Technology for Development (3 units)

Spring 2008, Fall 2009 – School of Information, UC Berkeley, Info 295: Doctoral Colloquium (1 unit)

Spring 2006 - London School of Economics, Masters Level Course, SO444: Qualitative Research Methods for Social Science

PROFESSIONAL SERVICE

- **Associate Editor** - Information Technologies and International Development (ITID) journal
- **Senior Program Committee**, International Conference on Information and Communication Technologies and Development (2010)
- **Program Committee**, iConference 2011, Fourth International AAAI Conference on Weblogs and Social Media (ICWSM-2010)
- **Reviewer of journal articles** for Information Technology and International Development, Journal of Computer-Mediated Communication, Gender, Technology and Development, Information Technology and Development, Information Technology & People, International Journal of Communication, New Media and Society, Journal of Health Communication, Journal of Modern African Studies, MedieKultur. Journal of media and communication research, Environment and Planning A.
- **Reviewer of conference papers** for Computer-Supported Cooperative Work (CSCW) conference, Ethnographic Praxis in Industry conference (EPIC), Computer-Human Interaction (CHI) conference, Information and Communication Technologies and Development (ICTD) conference, iSchool conference.
- **Reviewer of grant proposals** for the National Science Foundation
- **Book proposal reviewer** for Routledge

AWARDS AND GRANTS

- **NSF Grant, Science, Technology and Society Program**, “How Marginalized Populations Self-Organize with Digital Tools: ethnographic case studies in Africa and China” (\$444,871) (PI: Jenna Burrell, co-PI: Janet Kwami, Furman University)
- Grant for “Rural-urban connections and the Mobile Phone in Emerging Economies” (\$50,000) from **Nokia Corporation**
- Grant for “Social Research Pertaining to Cultural Politics of Consumption” (\$23,500) from **Intel Corporation** to go towards four student fellowships

- Grant for research project titled “Money and Materiality in Rural and Urban Uganda” (\$20,000), **Institute for Money, Technology, and Financial Inclusion, UC Irvine** (declined due to time constraints)
- 2008 Regents' Junior Faculty Fellowship (\$5000), UC Berkeley
- COR 2008, Research Assistantship in the Humanities Award (\$2000), UC Berkeley
- COR 2007-2008, Junior Faculty Research Grant (\$4000), UC Berkeley

Postgraduate Awards:

- 2008 Nicholas C. Mullins Award granted by the Society for Social Studies of Science (4S) for a paper entitled, “*Problematic Empowerment: West African Internet Scams as Grassroots Media Production*”
- Overseas Research Student Award, 2004-2007 (10 selected from a pool of 140 LSE PhD students)
- Fulbright U.S. Student Program, 2004-2005, Alternate for research in Ghana
- University of London, Central Research Grant of £1000 for fieldwork in Ghana, 2004

SKILLS

- Advanced web design, web programming, and web application development (ASP, PHP, HTML, CSS, Javascript, SQL, MySQL, Monorail, C#)
- Photography – completed three courses at the Pacific Northwest College of Art in Portland, OR.
- Videotaping and digital video editing using Final Cut Pro
- English – native speaker
- French – intermediate (level 3 proficiency certification, London School of Economics, 2006)
- Twi – basic (10 week University of Ghana at Legon language course, 2005)