

Mustafa Naseem

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Interests

My research democratizes information access and agency for marginalized communities facing intersecting structural barriers. I work at the intersection of Information and Communication Technology for Development (ICTD), Human-Computer Interaction (HCI), and critical technology studies, recognizing that information inequality is not merely a technical problem but a manifestation of deeper systemic inequities. My work spans several interconnected areas:

- **Information Access and Engagement:** Designing and evaluating voice-based information systems that bypass literacy barriers, with particular attention to measuring and optimizing meaningful engagement with health information in low-resource contexts.
- **Technology-Facilitated Harm and Safety:** Investigating and mitigating technology-facilitated gender-based violence, including non-consensual intimate image distribution and AI-driven scams, with focus on culturally-grounded measurement and intervention design.
- **Digital Literacy and Capacity:** Developing community-based approaches to digital capacity building that account for collective and gendered dimensions of technology adoption, particularly among refugee and displaced populations.

My approach bridges critical social analysis with pragmatic system design, demonstrating how technology interventions must account for local power dynamics, cultural norms, and structural realities rather than imposing Western-centric solutions. My research is grounded in deep collaboration with governments, NGOs, and community organizations in South Asia and among diasporic refugee communities in the U.S., ensuring sustainability and policy relevance.

Education

2021 – 2025	University of Michigan, PhD Design Science, College of Engineering Co-Advisors: Kentaro Toyama and Panos Papalambros
2015	HBX, Harvard Business School Credentials of Readiness (CRe) Certificate
2011 – 2013	University of Colorado Boulder Master of Science Major: Information and Communication Technology for Development (ICTD) Graduate Certificate: Science and Technology Policy
2006 – 2010	National University of Sciences and Technology (NUST) Bachelor of Engineering Major: Electrical (Telecom) Engineering

Employment

Sep 2025 – Present	Clinical Associate Professor, University of Michigan Ann Arbor School of Information
Jul 2018 – Aug 2025	Clinical Assistant Professor, University of Michigan Ann Arbor School of Information
Sep 2016 – Jun 2018	ICTD Expert in Residence, ATLAS Institute, University of Colorado Boulder
Oct 2013 – Aug 2016	Director Innovations for Poverty Alleviation Lab (IPAL), Information Technology University (ITU), Pakistan
Apr 2013 – Jul 2013	Technical Lead, MIT Global Startup Labs University of the Witwatersrand, South Africa
Jan 2013 – Apr 2013	Spring Fellow, Internet and Technology Policy Group Verizon Inc.
Jan 2012 – Apr 2013	Director of Technology, Deming Center Venture Fund University of Colorado Boulder
Jun 2012 – Aug 2012	Dale Hatfield Fellow, Accessibility and Innovation Initiative Federal Communications Commission (FCC)

Honors and Awards:

- **Joan Durrance Community Engagement Award (2021), awarded by the University of Michigan School of Information**
- **Diversity and Inclusion Award for “Designing Digital Safe Spaces...” (CSCW 2020)**
- **Best Paper Honorable Mention for “An Empirical Comparison...” (CHI 2020)**
- **Named among the top-12 finalists for *the Rolex Young Laureate Award for Enterprise (2016)***
- **Awarded the Fulbright Foreign Student Scholarship, University of Colorado Boulder (2011 – 2013)**

Grants and Other Support

Impact Accelerator Grant **Naseem (PI)** **\$ \$97,056** 09/01/25 – 08/31/27
Center for Global Health Equity, University of Michigan

This work will co-design and pilot a digital first aid kit to help victims of technology facilitated gender based violence (TFGBV) at colleges in Pakistan.

Seed Grant **Naseem (PI)** **\$35,000** 02/01/24 – 02/01/25
Center for Global Health Equity, University of Michigan

This work will measure the prevalence of, and exposure to, gender based violence in digital spaces among university students in Pakistan. The prevalence data is needed for policy making, and uncovering the types and instances will provide design recommendations for technology companies to curtail such abuse.

AWD018925 **Naseem (Co-PI)** **\$1,419,769** 8/01/21 – 7/31/23
National Science Foundation (NSF) SCC-IRG Track 2:

This work proposes an equitable model designed to build community digital capacity. Inspired by the transformative community health worker (CHW) model, this work proposes a community-driven, "train the trainer" model that promotes digital literacy in communities. Phase 1 of our integrative research approach will develop a measure to assess community digital "health" or capacity. Upon assessment, we will construct key training materials. We will train 10-25 CTWs in each community and send them out to service their community's digital needs. Phase 2 entails a 1-year community-based experiential learning experience across two communities. We will assess the training, learning experience, and impact of the CTWs. We will explore credentialing and identify ways to document on-the-job IT proficiency to achieve the secondary goal of this model, which is to provide Community Tech Workers, most of whom will be un(der)employed residents, with additional employment skills. Thus, Phase 3 of our proposal involves capturing and evaluating the economic value of the CTW model.

AWD019666 **Naseem (PI)** **\$272,138** 8/01/21 – 7/31/23
Bill and Melinda Gates Foundation

The primary outcomes of this project are: 1. Create a Pashto-language mirror service for Super Abbu – a speech based health service that connects expectant fathers to doctors, and to each other. 2. Expansion of the services offered by Super Abbu to answer post-natal (specifically immunization) questions comprehensively. 3. Advertising Super Abbu Pashto service to answer MNCH and immunization questions, on a separately designed speech-based social network called "Baang"

AWD019831 **Naseem (Co-I)** **\$391 656** 8/01/21 – 7/31/23
National Institutes of Health (NIH) R21/R33

This proposed two-phase R21/R33 study seeks to respond to the growing burden of adolescent mental, neurological, and substance (MNS) disorders and urgent preventive service needs in LMIC by testing usability, feasibility (R21 phase) and effectiveness (R33 phase) of an mHealth intervention, mHealth Toolkit for Screening & Empowering Lives of Youth (mSELY), to promote adolescent mental health in Kenya. The mSELY is a preventive intervention tool to be used by adolescents and/or their caregivers as a self-help support modality. The mSELY-A is designed for adolescents and mSELY-P is designed for parents/caregivers.

M-Cubed 9614 **Naseem (PI)** **\$15,000** 01/01/20
12/31/20

University of Michigan: How Do You Stay Sane? Creating Spaces for Refugee Mental Health
The aim of the project is to understand how refugee populations (a) stay sane and look for help to foster their and their families' mental health, (b) how they balance the tension (if any) between

maintaining their cultural or traditional ways of managing their mental health, and any western medicine approaches accessible to them, and (c) how they use technology (if any) in finding or applying workarounds to maintain their mental health.

AWD011803 **Naseem (PI)** **\$100,000** 05/1/19 – 11/30/20

Grand Challenges Exploration Round 22, Bill and Melinda Gates Foundation

The goal of this project is to analyze incoming immunization data, and synthesize it on an android application for vaccinator supervisors. The project will involve conducting contextual inquiry interviews with 15 vaccinator supervisors in 4 districts of Punjab, Pakistan, co-designing the user interface of the mobile app, and developing and deploying an android app in 1 district of Punjab for a brief pilot.

AWD010891 **Naseem (Co-PI)** **\$250,000** 08/15/18 – 07/31/20

National Institutes of Health (NIH)

The goal of this project is to conduct a randomized control trial (RCT) in Punjab, Pakistan to evaluate the impact of a speech based maternal and child health (MNCH) platform called Super Abbu. The RCT will involve recruiting 1600 household, performing baseline and endline surveys, and conducting a 10-month pilot with 1 control and 2 treatment arms.

AWD010136 **Naseem (Co-PI)** **\$500,000** 08/16/18 – 09/30/21

National Academies Keck Future Initiative, National Academies of Science, Engineering and Medicine

The goal of this project is to understand the information needs of low-income, pregnant women in Cape Town (South Africa), Detroit (USA), and Lahore (Pakistan), and to design and pilot digital technologies that can improve information delivery to this audience, with the aim to discover generalizable findings from this cross-country research study.

AWD010010 **Naseem (PI)** **\$100,000** 11/1/18 – 4/30/20

Grand Challenges Exploration Round 21, Bill and Melinda Gates Foundation

The goal of this project is to create an anomaly detection system for immunization data being digitally reported in Punjab. The project will collect ground truth data through surveys, design and test the algorithm on the ground truth data, and then pilot the algorithm with the current eVaccs app in Punjab, Pakistan.

AWD-17-01-0114 **Naseem (PI)** **\$234,628** 09/01/18 – 08/31/20

Pakistan-US Science and Technology Cooperation Program, NAS & USAID

The goal of this study is to design water quality sensors and dispensing units that can be attached to community-run Water Filtration Plants funded by the Government of Punjab. The grant funds research on sensor design, user-interface and experience design, and business model generation.

Innovation Fund, UNICEF **Naseem (Co-PI)** **\$100,000** 11/11/16 – 11/10/17

Open Source Technology Solutions, UNICEF

The goal of this project is to design a speech-based platform that allows low-literate, low-income men communicate to doctors and exchange experiences among them around Maternal and Child

Health (MNCH). The grant funds the design, testing and deployment of this service, alongside scalability solutions.

District Delivery Challenge Fund **Naseem (PI)** **UK £250,000** 06/01/15 – 02/01/17
Sub-National Governance Program (SNG), DFID

This grant supported the design, development, and deployment of an Immunization Information System (IIS) that allowed for digital record creation of routine vaccinations in the field, and reminder notification to parents through SMS and robocalls. The 7-month pilot was deployed in two districts of Punjab with 17,000 children vaccinated by 50 state-appointed vaccinators. The government is now scaling up the intervention to the entire province, with 4 Million children being immunized every year.

IDIN Summit Grant **Naseem (PI)** **\$30,000** 09/01/16 – 02/15/16
International Development Innovation Network (IDIN), MIT D-Lab

This grant supported organizing an International Development Design Summit (IDDS) in Lahore, Pakistan where 40 participants and organizers from 15 different countries took part in creating 6 different Information and Communication Technologies (ICTs) in the sectors of health, education, agriculture and income generation. The grant supported co-design curriculum development and dissemination focused on ICT technologies.

Publications and Scholarly Work

Peer-reviewed articles

- Dillahunt, T., Shedden, K., Filipof, M., Lee, S., **Naseem, M.**, Toyama, K., Hui, J. (2025). The Design and Psychometrics for a New Measure of Collective Digital Literacy: Community Digital Capacity. Proceedings of the ACM on Human-Computer Interaction (CSCW), Final PACMHCI V9, N2 (CSCW), April 2025
- Batool, A., Dillahunt, T., Hui, J., **Naseem, M.** (2024). Lessons from Studying Sociotechnical Adaptation among Afghan Refugees in a Mid-Western US State. Proceedings of the ACM on Human-Computer Interaction (CSCW)
- Joachim, G. E., Wagner, A. L., **Naseem, M.**, & Boulton, M. L. (2024). Trends in childhood vaccination in Pakistan and associated factors; 2006–2018. Vaccine.
- Ammari, T., Nofal, M., **Naseem, M.**, & Mustafa, M. (2022). Moderation as Empowerment: Creating and Managing Women-Only Digital Safe Spaces. Proceedings of the ACM on Human-Computer Interaction, 6(CSCW2), 1-36.
- Im, J., Schoenebeck, S., Iriarte, M., Grill, G., Wilkinson, D., Batool, A., ... & **Naseem, M.** (2022). Women's Perspectives on Harm and Justice after Online Harassment. Proceedings of the ACM on Human-Computer Interaction, 6(CSCW2), 1-23.
- **Naseem, M.**, Younas, F., & Mustafa, M. (2020). Designing Digital Safe Spaces for Peer Support and Connectivity in Patriarchal Contexts. Proceedings of the ACM on Human-Computer Interaction, 4(CSCW2), 1-24. *Diversity and Inclusion Award (CSCW 2020)*

Heavily-reviewed conference proceedings

- Jamshed, H., Naseem, M., Potluri, V., & Brewer, R (2025). Rethinking Productivity with GenAI: A Neurodivergent Students' Perspective. ASSETS 2025
- Batool, A., Naseem, M., Toyama, K. (2024). Expanding Concepts of Non-Consensual Image-Disclosure Abuse: A Study of NCIDA in Pakistan. In Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems
- Afnan, T., Zou, Y., Mustafa, M., **Naseem, M.**, & Schaub, F. (2022). Aunties, Strangers, and the {FBI}: Online Privacy Concerns and Experiences of {Muslim-American} Women. In Eighteenth Symposium on Usable Privacy and Security (SOUPS 2022) (pp. 387-406).
- Jiang, Q., Naseem, M., Lai, J., Toyama, K., & Papalambros, P. (2022, June). Understanding Power Differentials and Cultural Differences in Co-design with Marginalized Populations. In ACM SIGCAS/SIGCHI Conference on Computing and Sustainable Societies (COMPASS) (pp. 165-179).
- Raza, A. A., **Naseem, M.**, Hayat Qasmi, N., Randhawa, S., Malik, F., Taimur, B., ... & Vashistha, A. (2022, April). Fostering Engagement of Underserved Communities with Credible Health Information on Social Media. In Proceedings of the ACM Web Conference 2022 (pp. 3718-3727)..
- Batool, A., Toyama, K., Veinot, T., Fatima, B., & Naseem, M. (2021, May). Detecting Data Falsification by Front-line Development Workers: A Case Study of Vaccination in Pakistan. In Proceedings of the 2021 CHI Conference on Human Factors in Computing Systems (pp. 1-14).
- Younas, F., Naseem, M., & Mustafa, M. (2020, June). Patriarchy and social media: Women only Facebook groups as safe spaces for support seeking in Pakistan. In Proceedings of the 2020 International Conference on Information and Communication Technologies and Development (pp. 1-11). [Full Paper]
- Burleson, G., Naseem, M., & Toyama, K. (2020, June). An exploration of African-American pregnant women's information-seeking behavior in Detroit. In Proceedings of the 2020 International Conference on Information and Communication Technologies and Development (pp. 1-12). [Full Paper]
- Naseem, M., Saleem, B., St-Onge Ahmad, S., Chen, J., & Raza, A. A. (2020, April). An Empirical Comparison of Technologically Mediated Advertising in Under-Connected Populations. In Proceedings of the 2020 CHI Conference on Human Factors in Computing Systems (pp. 1-13). **Best Paper Honorable Mention Award**
- Razaq, S., Batool, A., Ali, U., Khalid, M. S., Saif, U., & Naseem, M. (2016, November). Iterative Design of an Immunization Information System in Pakistan. In Proceedings of the 7th Annual Symposium on Computing for Development(pp. 1-10).

Working Papers:

- Hirshleifer, S., **Naseem, M.**, Raza, A. A., & Rezaee, A. (2022). The spread of (mis) information: A social media experiment in Pakistan. Available at: <https://escholarship.org/uc/item/9v98h6zt>

Lightly-reviewed conference proceedings

- Aleem, M., Zahoor, I., **Naseem, M.** (2024). Towards Culturally Adaptive Large Language Models in Mental Health: Using ChatGPT as a Case Study. In Companion proceedings of the ACM on Human-Computer Interaction (CSCW Companion '24)
- Dillahunt, T., Shedden, K., Filipof, M., Lee, S., **Naseem, M.**, Toyama, K., Hui, J. (2024).. Toward a Measure of Collective Digital Capacity: An Exploratory Analysis. In Extended Abstracts of the 2024 CHI Conference on Human Factors in Computing Systems (Honolulu, Hawaii)
- Mubarak, E., Shahid, T., Mustafa, M., and **Naseem, M.** Does Gender and Accent of Voice Matter? An Interactive Voice Response (IVR) experiment. In Information and Communication Technologies and Development (ICTD '20), June 17–20, 2020, Guayaquil, Ecuador. ACM, New York, NY, USA [Short Paper]
- Batool, A., Ahmed, N., Rasool, M., Saif, U., **Naseem, M.**, “Money Matters: Exploring Opportunities in Digital Donation to Mosques in Pakistan,” In Proceedings of the Tenth International Conference on Information and Communication Technologies and Development (ICTD '19). ACM, New York, NY, USA. [Short Paper]
- Lee, J., Schwartz, L., Long, E., and **Naseem, M.**, 2018. Using Experiential-Learning and Iterative Design to Benefit Colorado's Refugees. In Proceedings of the 2018 ACM Conference Companion Publication on Designing Interactive Systems (DIS Companion, '18). ACM, New York, NY, USA, 259-263. DOI: <https://doi.org/10.1145/3197391.3205446> (June 9-13, 2018, Hong Kong). [Short Paper]
- Iqbal, M., Shahid, S., **Naseem, M.**, “Interactive Urdu Braille Learning System for Parents of Visually Impaired Students”, ASSETS '17 Proceedings of the 19th International ACM SIGACCESS Conference on Computers and Accessibility (WCRE'05), Baltimore, MD, Oct 20 - Nov 01, 2017, pp. 327-328. [Short Paper]
- Shahzad, U., Murtaza, A., **Naseem, M.**, “Role of Academic Makerspaces in Creating Social Impact,” in Proceedings of the 2nd International Symposium on Academic Makerspaces (ISAM 2017), Cleveland, OH, Sep. 24, 2017.
- Batool, A., Asghar, A., Tariq, T., Badar, M., Shahzad, I., Anwar, U., and **Naseem, M.**, “Design Methods to Reduce Technology Fear and Solicit Feedback from Lady Health Workers (LHWs) in Pakistan,” in Proceedings of the 7th Annual Symposium on Computing for Development (ACM DEV '16), Nairobi, Kenya — November 18 - 20, 2016 [Short Paper]
- Batool, A., Ali, U., Razaq, S., and **Naseem, M.**, “Child Immunization Health Card Redesign: an Iterative, User-Centered Approach,” in Proceedings of the Eighth International Conference on Information and Communication Technologies and Development (ICTD '16), Ann Arbor, MI, USA — June 03 - 06, 2016: 50 [Short Paper]
- Mubin, O., Tubb, J., Novoa, M., **Naseem, M.**, & Razaq, S., “Understanding the Needs of Pakistani Farmers and the Prospects of an ICT Intervention,” in Proceedings of the 33rd Annual ACM Conference Extended Abstracts on Human Factors in Computing Systems (CHI '15), pp. 1109 – 1114 (Seoul, South Korea).
- Muneeb, S., **Naseem, M.**, and Shahid, S., “A Usability Study of an Assistive Touch Voice Interface based Automated Teller Machine (ATM),” in Proceedings of the 2015 Annual Symposium on Computing for Development (ACM DEV '15), London, United Kingdom — December 01 - 02, 2015, pp. 114 -115. [Short Paper]

Workshop Papers

- Ahmad, S., Saleem, M., Ayub, M., Ahmad, T., Randhawa, S., Tariq, Z., **Naseem, M.**, and Raza, A. (2018). Usage and Feedback from a 3-Week Launch of a Maternal Health Line for Men in Pakistan. In HCI Across Borders Symposium at Conference on Human Factors in Computing Systems. 21–26 (Montreal, Canada).
- St-Onge Ahmad, S., **Naseem, M.**, Raza, A. A. (2017). Maternal Awareness for Low-Literate Expecting Parents via Voice-Based Telephone Services, In Development Consortium: HCI Across Borders and Proceedings of the 2017 ACM SIGCHI Conference on Human Factors in Computing Systems (Denver, Colorado).
- Kharal, A., **Naseem, M.**, St-Onge Ahmad, S., Raza, A. A. (2017). Sustainable IVR-Based Social Media for the Developing World, In Development Consortium: HCI Across Borders and Proceedings of the 2017 ACM SIGCHI Conference on Human Factors in Computing Systems (Denver, Colorado).

Posters

- Zahoor, I., Aleem, M., **Naseem, M.** 2024. Human Element and Trust are Key: Islamically inspired Emotional Regulation Digital Solutions. 16th Annual Muslim Mental Health Conference, Stanford University (Palo Alto, California).
- Khan, Z., Anwar, U., Pirani, S., Lalani, F., Adegoke, B., Tauseef Tauqeer, and **Mustafa Naseem**. 2020. Design of an IoT-based water flow monitoring system. Proceedings of the 26th Annual International Conference on Mobile Computing and Networking. Association for Computing Machinery, New York, NY, USA, Article 91, 1–3. DOI: <https://doi.org/10.1145/3372224.3418170>
- Rashid, R., **Naseem, M.**, Waqar, Y., “POSTER: Testing the efficacy of an SMS-based tutoring system,” in Proceedings of the International Conference on Mobile Systems, Applications, and Services (MobiSys ’16) (Companion Volume) 2016: 52

External Invited Talks at Conferences, Symposia, and Workshops

- Panel conversation titled: “Tech-how and Tech-why: Using speculative design to evaluate Islamic psychology inspired technologies” at the 16th Annual Muslim Mental Health Conference, Stanford University (Palo Alto, California – March ’24)
- Invited talk at University of Washington’s DUB Seminar Series (in-person), titled: “Patriarchy and Health: Designing Technologies for Men to Improve Women’s Health in Pakistan” (Seattle, Washington – Apr ’23)
- Presented at a 2-day workshop on adolescent mental health (Virtual, Nairobi Kenya – Apr ’23)
- Invited talk at Georgie Institute of Technology’s GVU Seminar Series (in-person), titled: “Patriarchy and Health: Designing Technologies for Men to Improve Women’s Health in Pakistan” (Atlanta, Georgia – Mar ’23)
- Invited talk at Carnegie Mellon’s HCII Seminar Series (in-person), titled: “Challenges and Opportunities for Designing Health Technologies for Men in Religiously Conservative, Patriarchal and Low-Income Societies” (Pittsburgh, Pennsylvania – Feb ’23)
- Invited talk at Aga Khan University (AKU) Implementation Science Workshop (virtual), titled: “Using technology to save lives: opportunities and challenges of practicing implementation research in low income countries” (Virtual, Karachi, Pakistan – Jan ’23)

- Panel conversation titled: “Development, Design, And Duct Tape” at MIT D-Lab’s 20th Anniversary celebration (Cambridge, Massachusetts – Oct ’22)
- Panel conversation titled “Disrupting Engineering Education: Lessons from the Classroom,” at the Impact-Engineered Conference, New York University Tandon School of Engineering (New York City, New York – Oct ’19)
- Participant at the NSF-IGE kick-off meeting held at MIT D-Lab for the grant titled “Innovations in Graduate Education: Enhancing Graduate Education in Systems Thinking and Multi-Stakeholder Analysis through a Co-Creation Took Kit” (Cambridge, Massachusetts – Feb ’19)
- Participant at the 5-day GCE Vaccine Delivery Bootcamp, organized by the UN World Food Program Innovation Accelerator (Munich, Germany – Oct ’18)
- Plenary panel conversation titled “International Law and the Internet,” at the Innovation, Policy, & Technology in Law and Development Symposium, University of South Carolina School of Law (Charlotte, South Carolina – Nov ’18)
- Lead Instructor at the four-week International Development Design Summit (Botswana) where 8 technologies were co-created to increase desert livelihoods (D’kar, Botswana – Jul-Aug ’18)
- Naseem, M., Shahid, S., Maria, K., Ahmed, S., Open Session titled “Co-Design for Accessibility,” at the Ninth International Conference on Information and Communication Technologies and Development (ICTD ’17) (Lahore, Pakistan – Nov ’17)
- Panel conversation at the Ninth International Conference on Information and Communication Technologies and Development (ICTD ’17), titled “Developing Research Capacity in ICTD,” Lahore, Pakistan (Lahore, Pakistan – Nov ’17)
- Panel Conversation at the 7th Annual Symposium on Computing for Development, 2016 ACM titled “Research, Practice, and Entrepreneurship in ICTD” (Nairobi, Kenya – Nov ’16)
- Plenary Panel Conversation at MIT TechCon 2016 titled “What Is Innovation, and How Do We Move from Idea to Impact?”, moderated by Scott Kersner – Boston Globe (Cambridge, Massachusetts – Nov ’16)
- Panel Conversation at MIT TechCon 2016 titled “MakerFabInnoLabSpaceCenters-and-you, The why and how of creative community space engagement for your institution” (Cambridge, Massachusetts – Nov ’16)
- Invited talk at the University of Washington Change Seminar titled: “Make-i-stan: A hub for interdisciplinary collaboration and engagement in critical thinking” (Seattle, Washington – October ’16)
- Invited talk at the Oregon State University’s Humanitarian Engineering Program titled, “Har Zindagi: Using Information and Communications Technology (ICT) to Improve Healthcare in Pakistan” (Corvallis, Oregon – Oct ’16)
- Panel discussion at International Telecommunication Union’s World Telecom/ICT Indicators Summit (WTIS 15), titled “Emerging trends: Internet of Things (IoT) and mobile applications as a growing source of development data” (Hiroshima, Japan – Dec ’15)
- Invited talk at MIT’s Comprehensive Initiative on Technology Evaluation (CITE), titled “Designing & Evaluating Technological Solutions to Improve Governance in Punjab” (Cambridge, Massachusetts – Nov ’15)
- Invited keynote at the Global Citizenship Conference at Zhejiang University China, titled “Creating change makers: Encouraging students to dream again” (Hangzhou, Zhejiang, China – Sep ’15)

- Lead a Tech4Sustainability workshop at the Global Citizenship Conference, sponsored by the Melton Foundation (Hangzhou, Zhejiang, China – Sep '15)
- Invited talk at the Center for Internet and Human Rights (CIHR), European University Viadrina titled “Innovations within government? Using Punjab’s model of m-governance to understand public sector innovation” (Berlin, Germany – May '15)
- Fireside chat at Re:publica '15 conference titled “Innovation, Internet Access and Dengue Fever: Looking at Pakistan’s Complex Digital Communications Landscape” (Berlin, Germany – May '15)
- Invited as participant at the Global Innovation Gathering (GIG) Workshop to present about IPAL (Berlin, Germany – May '15)
- Selected by the National Academy of Sciences to attend Entrepreneurship Workshop for Scientists and Engineers (Islamabad, Pakistan – Apr '14)

Internal Invited Talks at Conferences, Symposia, and Workshops

- Co-Organized a trauma healing workshop for Afghan refugees (in Dari Language) with colleagues Jaye Starr and Maryam Ashraf. The workshops were modeled on the Alternatives to Violence (AVP) methodology, and were translated in Dari to facilitate participation for Afghan refugees. The workshop was attended by 15 Afghan refugees (Ann Arbor, Michigan – Nov-Dec '22).
- Co-organized a day-long co-creation toolkit training workshop with MIT colleagues Amy Smith and Martha Thompson. Workshop was attended by 14 University of Michigan faculty and graduate students (Ann Arbor, Michigan – Apr '23).
- Invited lightning talk at the Celebrating the Movement: Global Health Equity at Michigan event, titled: “Engaging Fathers in Improving Maternal and Child Health in Pakistan” (Ann Arbor, Michigan – Mar '23)
- Panel conversation titled: “Breaking Waves: Research Around, Through, and With Water,” at The Ways of Water: Art, Activism, and Ecologies Symposium (Ann Arbor, Michigan – Oct '22)

Student Advising:

Doctoral Prelim Committee Member

- Amna Batool, University of Michigan School of Information (May '22)

Doctoral Pre-Candidacy Committee Member

- Hira Jamshed, University of Michigan School of Information (anticipated defense: Jan '25)
- Shan Muhammad Randhawa, University of Michigan School of Information (anticipated defense: Mar '25)
- Tanisha Afnan, University of Michigan School of Information (Dec '21)
- Amna Batool, University of Michigan School of Information (Dec '20)
- Sylvia Simioni, University of Michigan School of Information (Aug '20)

Master’s Thesis Co-Advisor:

- Sushmitha Rao, University of Michigan School of Information (April '22)

- Bonnie Jiang, University of Michigan School of Information (Dec '21)
- Sabah Pirani, University of Michigan School of Information (May '21)
- Fouzia Younas, Information Technology University Pakistan (Feb '20)

Independent Study Supervision:

- William Zhang, University of Michigan School of Information (Fall '20)
- Oshin Nayak, University of Michigan School of Information (Winter '19)
- Karthik Kota, University of Michigan School of Information (Winter '19)
- Paryn Assavanop, University of Michigan School of Information (Winter '19)

Research Assistantship Supervision and Co-supervision:

- Emily Lin, University of Michigan School of Information (Fall '25)
- Natalie Borrego, University of Michigan School of Information (Winter '25)
- Amna Batool, University of Michigan School of Information (Winter '23)
- Mohammad Taha Zakir, , LUMS, Pakistan (Winter '23)
- Ajwa Shahid, LUMS, Pakistan (Winter '23)
- Hamza Farooqui, independent researcher (Winter '22 – Present)
- Mansanjam Kaur, University of Michigan School of Information (Fall '22 – Present)
- Eman Mubarak, University of Michigan School of Medicine (Summer '22 – Present)
- Imama Zahoor, LUMS, Pakistan (Fall '22 – Winter '23)
- Mahwish Aleem, LUMS, Pakistan (Fall '22– Winter '23)
- Haashim Ali Mirza, LUMS, Pakistan (Summer '22 – Winter '23)
- Sualeha Farid, LUMS, Pakistan (Summer '23 – Fall '23)
- Fatima Sohail, LUMS, Pakistan (Summer '23 – Present)
- Fayezeah Karimi, University of Michigan School of Information (Fall '22 – Winter '23)
- Chewy Lor, University of Michigan School of Information (Summer '22)
- Robert Markhum, University of Michigan School of Information (Winter '21)
- Jaklyn Nunga, University of Michigan School of Information (Fall '20 – Winter '22)
- Chris Kurien, University of Michigan School of Information (Fall '20 – Winter '21)
- Momina Nofal, LUMS, Pakistan (Fall '20 – Winter '21)
- Faisal Lalani, University of Colorado Boulder (Spring '20 – Summer '20)
- Babatunde Adegoke, University of Colorado Boulder (Spring '20 – Summer '20)
- Ihudiya Finda Ogbonnaya-Ogburu, University of Michigan School of Information (Winter '20)
- Jamie Lee, University of Michigan School of Information (Winter '20 – Summer '20)
- Samarth Puri, University of Michigan School of Information (Winter '20 – Summer '20)
- Zill Ullah Khan, Information Technology University (Fall '18 – Winter '20)
- Umair Anwar, Information Technology University (Fall '18 – Winter '20)
- Beenish Fatima, Information Technology University (Fall '18 – Winter '20)
- Grace Burleson, University of Michigan School of Information (Spring '19 – Summer '19)

Other Supervision and Co-Supervision (Unpaid Research Assistantship, UROP, Internship, etc.)

- Eman Mubarak, University of Michigan Medical School (Fall '21 – Winter '22)
- Ella Gazdecki, University of Michigan School of Information (Spring '20)
- Michael Rigney, University of Michigan School of Information (Spring '20)
- Rhea Kulkarni, University of Michigan School of Information (Spring '20)
- Tess Mendes, University of Michigan School of Information (Spring '20)
- William Zhang, University of Michigan School of Information (Spring '20)
- Alexander Fidel, University of Michigan School of Information (Spring '20)
- Ashley Hampton, University of Michigan School of Information (Spring '20)
- Eman Mubarak, University of Michigan Medical School (Fall '19 – Winter '20)
- Tooba Shahid, Massachusetts Institute of Technology (Fall '19 – Winter '20)
- Rongtao Chang, University of Michigan (Fall '19 – Winter '20)

Teaching

My teaching philosophy is premised on experiential learning, case-based methods and flipped-classroom methodologies. I believe students learn better when they are able to experience the challenges they are trying to solve, or learn by doing. Such classes not only create memorable learning experiences, but also help build skills that go beyond the classroom. I've taught in diverse academic settings, from teaching in a church on the edge of the Kalahari Desert in Botswana for 3 weeks to teaching an executive learning workshop to senior public servants in Pakistan. While I've taught large undergraduate and graduate classes (60+ students), I personally prefer to teach studio-based or seminar-based classes.

Teaching Experience (Semester Long Courses)

Course Title	Terms/Dates	Institution
SI500: Problem Solving with People, Information, & Technology	08/28/24 – 12/16/24	School of Information, University of Michigan
SI699: UX Research and Design Mastery	01/10/24 – 04/28/24	School of Information, University of Michigan
SI591: Humanitarian Innovation: Co-Design for Social Impact	01/10/24 – 04/28/24	School of Information, University of Michigan
SI591: Humanitarian Innovation: Co-Design for Social Impact	05/02/23 – 05/26/23	School of Information, University of Michigan
SI622: Needs Assessment and Usability Evaluation	1/5/22 – 4/28/22	School of Information, University of Michigan
SI430: IT & Global Society	1/5/22 – 4/28/22	School of Information, University of Michigan
SI430: IT & Global Society	1/18/21 – 4/30/21	School of Information, University of Michigan
SI622: Needs Assessment and Usability Evaluation	1/18/21 – 4/30/21	School of Information, University of Michigan
SI622: Needs Assessment and Usability Evaluation	08/31/20 – 12/18/20	School of Information, University of Michigan
SI430: IT & Global Society	08/31/20 – 12/18/20	School of Information, University of Michigan
SI622: Needs Assessment and Usability Evaluation	01/08/20 – 04/23/20	School of Information, University of Michigan
SI430: IT & Global Society	09/04/19 – 12/11/19	School of Information, University of Michigan
SI622: Needs Assessment and Usability Evaluation	01/09/19 – 04/23/19	School of Information, University of Michigan

SI430: IT & Global Society	09/04/18 – 12/11/18	School of Information, University of Michigan
ATLS 5519: Spectrum Management & Policy	05/14/18 – 06/1/18	ATLAS, University of Colorado Boulder
ATLS 6910: Information and Communication Technology for Development Practicum	01/16/18 – 05/03/18	ATLAS, University of Colorado Boulder
ATLS 5250: Fieldwork Methods for ICTD Practitioners	01/16/18 – 05/03/18	ATLAS, University of Colorado Boulder
ATLS 5240: ICTD Lab	08/28/17 – 12/20/17	ATLAS, University of Colorado Boulder
ATLS 5230: Case Studies in ICTD	08/28/17 – 12/20/17	ATLAS, University of Colorado Boulder
ATLS 6910: Information and Communication Technology for Development Practicum	08/28/17 – 12/20/17	ATLAS, University of Colorado Boulder
ATLS 5250: Fieldwork Methods for ICTD Practitioners	01/17/17 – 05/11/17	ATLAS, University of Colorado Boulder
ATLS 6910: Information and Communication Technology for Development Practicum	01/17/17 – 05/11/17	ATLAS, University of Colorado Boulder
ATLS 5230: Case Studies in ICTD	08/22/16 – 12/15/16	ATLAS, University of Colorado Boulder
EE367: D-Lab (Digital Health Technologies)	03/07/16 – 06/24/16	EE, Information Technology University
CS568: D-Lab II (Design for Scale)	03/07/15 – 03/24/15	CS, Information Technology University
CS567: D-Lab I (Development)	10/10/14 – 02/10/15	CS, Information Technology University
CS 568: D-Lab II (Design for Scale)	03/07/14 – 03/07/14	CS, Information Technology University

Other Teaching Experience

Course Title	Terms/Dates	Institution
International Development Design Summit (Botswana)	07/15/18 – 08/13/18	D'kar Innovation Center, D'kar, Botswana
MIT Practical Impact Alliance – Participatory Design Online Course	09/25/17 – 09/28/17	MIT D-Lab (Online), Boston, MA
International Development Design Summit (Botswana)	06/25/16 – 07/23/16	D'kar Innovation Center, D'kar, Botswana
International Development Design Summit (Pakistan)	01/08/16 – 01/22/16	Information Technology University, Lahore, Pakistan
International Development Design Summit (Botswana)	08/02/15 – 08/15/15	D'kar Innovation Center, D'kar, Botswana
International Development Design Summit (Tanzania)	07/1/14 – 07/31/14	VETA, Arusha, Tanzania
Evidence Based m-Governance, National Management Course (NMC)	03/07/14	National School of Public Policy (NSPP), Lahore, Pakistan
Use of IT for Effective Policy Implementation & Service Delivery, Senior Management Course (SMC)	03/10/14 – 03/11/14	National School of Public Policy (NSPP), Lahore, Pakistan
m-Governance: Data Driven Decision Making, Mid Career Management Course (MCMC)	02/10-14 – 02/11/14	National School of Public Policy (NSPP), Lahore, Pakistan
MIT Global Startup Labs (South Africa)	06/17/13 – 07/26/13	WITS University, Johannesburg, South Africa
International Development Design Summit (Ghana)	07/06/11 – 08/08/11	KNUST, Kumasi, Ghana

Institutional and Professional Activities

- Member, Dean's Advisory Committee, University of Michigan School of Information (09/25 – 05/26)
- Program Committee, CHI 2026 (09-25 – 03/26)
- Invited (declined) as member of selection panel, Women in the Digital Economy Fund (WiDEF, a White House initiative) Round 1 (May 2024)
- Program Committee, ACM Compass (01/24 – 04/24)
- Member, Lecturer Review Committee (09/23 – 05/24)
- Program Committee, CHI 2024 (09-23 – 03/24)

- Program Committee, CSCW 2024 (Declined)
- Member, DEI Committee, UMSI (09/22 – 05/23)
- External Reviewer TOCHI (04/23)
- External Reviewer, CSCW 2023 (10/22, 02/23)
- External Reviewer SIGCHI 2023 (10/22)
- Program Committee Member, Late Breaking Work, CHI 2022 (01/22)
- Member, DEI Committee, UMSI (09/21 – 05/22)
- External Reviewer, SIGCHI 2022 (10/21)
- External Reviewer, CSCW 2022 (07/21)
- Program Committee Member, Late Breaking Work, CHI 2021 (01/21)
- External Reviewer, SIGCHI 2021 (10/20)
- External Reviewer, CSCW 2020 (07/20)
- Program Committee Member, ICTD 2020 (02/20)
- External Reviewer, SIGCHI 2020 (10/19)
- Member, MSI Committee, UMSI (09/19 – 05/20)
- External Reviewer, MIT D-Lab Scale-ups Fellowship (02/19)
- External Reviewer – Dow Sustainability Fellowship (11/18)
- External Reviewer, SIGCHI 2019 (10/18)
- Program Committee Member, ICTDX 2019 (08/18)
- *Co-Lead Instructor*, IDDS Botswana 2018 (07/18)
- External Reviewer – USAID WomenConnect Challenge (06/18)
- External Reviewer, SIGCHI 2018 (10/17)
- *Member*, Search Committee, Tenure-Track Faculty Position in Engineering for Developing Communities, University of Colorado Boulder (09/16 – 05/17)
- *Member*, Graduate Committee, ATLAS Institute, University of Colorado Boulder (08/17 – 06/18)
- *Member*, CompEd Committee, ATLAS Institute, University of Colorado Boulder (09/16 – 12/16)
- Lead Organizer, Pakistan ICTD Workshop 2014 (10/13 – 03/14)
- Member, Graduate Admissions Committee, Information Technology University (10/13 – 08/16)