

Casey Randazzo

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SUMMARY

My research focuses on communities in crisis—investigating the role of digital platforms and artificial intelligence (AI) in organizing recovery efforts. Through this work, I examine how group interactions with AI agents influence the formation of organizing structures, offering insights for organizations interested in deploying AI to facilitate collective action. Subject expertise: Organizational communication and computer-mediated communication. Methodological expertise: Topic modeling, network analysis, and thematic qualitative analysis.

EDUCATION

Rutgers University

Ph.D. in Communication 2021-2025

M.C.M. in Communication 2019-2021

Cornell University

B.S. in Communication 2011-2013

Raritan Valley Community College

Coursework toward B.S. 2009-2011

EMPLOYMENT

UC Santa Barbara

Assistant Professor July 2025

ICPSR Summer Program in Quantitative Methods

Teaching Assistant Summer 2024

Rutgers University

Instructor, Graduate Assistant 2021-present

Johnson & Johnson

Corporate Social Responsibility Manager 2019-2021

Pearson

Higher Education Sales Representative 2016-2019

John Wiley & Sons

Digital Marketing Specialist 2015-2016

Practice Makes Perfect (B-Corporation)

Communication Lead 2014-2015

Empower Somerset (Nonprofit)

Community Partnerships & Volunteer Coordinator 2010-2014

PUBLICATIONS

Journals and Peer-reviewed Proceedings

- Randazzo, C.** Kim, M., Kwestel, M., Doerfel, M. & Ammari, T. (2025). “We’re losing our community”: A comparative analysis of community discourse in online and offline public spheres. *Computer-Supported Cooperative Work and Social Computing*. [Forthcoming.] <https://doi.org/10.1145/3757446>
- Randazzo, C.** & Ammari, T. (2025). Kintsugi-inspired design: Communicatively reconstructing identities online after trauma. *Computer-Supported Cooperative Work and Social Computing*. [Forthcoming.] <https://doi.org/10.1145/3757507>
- Schroeder, H., Le Quéré, M., **Randazzo, C.**, Schoenebeck, S. & Mimno, D. (2025). LLMs in qualitative research methods. In *the Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '25)*, April 26 - May 1, 2025, Yokohama, Japan. <https://doi.org/10.1145/3706598.3713120>
- Rasheed, H., **Randazzo, C.**, Dreier, M. & Careem, A. (2025) Abortion salience after the Roe v. Wade leak: A computational content analysis of tweets by CNN, Fox News, and ABC News. *Journal of Broadcasting & Electronic Media*, 1–20. <https://doi.org/10.1080/08838151.2025.2473951>
- Le Quéré, M., Schroeder, H., **Randazzo, C.** & Gao, J. (2025). The state of large language models in HCI research: Workshop report. *Interactions*, 32(1), 8-9. <https://doi.org/10.1145/3705617>
- Randazzo, C., Shugars, S., Acosta, R. M. & Doerfel, M. (2024). The multilayer semantic network structure of community tensions. *Frontiers in Research Metrics and Analytics*, 9, 1417990. <https://doi.org/10.3389/frma.2024.1417990>
- Kwestel, M., Kim, M., Doerfel, M.L. & **Randazzo, C.** (2024) Formal and social structures as organizing mechanisms of disaster response: A longitudinal social network analysis. *International Journal of Mass Emergencies and Disasters*, 42(2-3), 133-150. <https://doi.org/10.1177/02807270241283777>.
- Le Quéré, M., Schroeder, H., **Randazzo, C.**, Gao, J., Epstein, Z., Perrault, S., Mimno, D., Barkhuus, L. & Li, H. (2024). LLMs as research tools: Applications and evaluations in HCI data work. In *the Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '24)*, May 11-16, 2024, Honolulu, Hawaii. <https://dl.acm.org/doi/10.1145/3613905.3636301>
- Randazzo, C.**, Scott, C. F., Bellini, R., Ammari, T., DeVito, M. A., Semaan, B. & Andalibi, N. (2023). Trauma-informed design: A collaborative approach to building safer online spaces. In *the Proceedings of the ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '24)*, November 8-12, 2023, Minneapolis, Minnesota. <https://doi.org/10.1145/3584931.3611277>
- Randazzo, C.** & Ammari, T. (2023). “If someone downvoted my posts—that’d be the end of the world”: Designing safer online spaces for trauma survivors. In *the Proceedings of the ACM Conference on Human Factors in Computing Systems (CHI '23)*, April 23-28, 2023, Hamburg, Germany. <https://dl.acm.org/doi/10.1145/3544548.3581453>

CONFERENCE PRESENTATIONS

- Randazzo, C.**, Shugars, S., & Doerfel, M. (2025). Displacement and Modalities as Predictors of Sender–Receiver

Roles in Collective Action [Paper Panel]. In *the 111th National Communication Association Conference* (NCA '25), November 20-23, 2025, Denver, Colorado.

Randazzo, C. (2025). Collective action organizing: Empirical and conceptual insights on artificial intelligence, humans, and discourse as communication brokers in disaster recovery [PhD Symposium] In *the 17th ACM Web Science Conference 2025* (WebSci '25), May 20 - May 23, 2025, New Brunswick, New Jersey.

Randazzo, C. (2025). AI Brokers for resilient communities: A generative approach to enhancing disaster Communication. [Workshop Presentation] In *Emerging Practices in Participatory AI Design in Public Sector Innovation of the ACM Conference on Human Factors in Computing Systems* (CHI '25), April 26 - May 1, 2025, Yokohama, Japan.

Randazzo, C., Acosta, R., Shugars, S., & Doerfel, M. (2024). The semantic network structure of community tensions after disaster. [Top Paper Panel]. In *the 110th National Communication Association Conference* (NCA '24), November 21-24, 2024, New Orleans, Louisiana.

Randazzo, C. (2024). Collective action in the age of AI: Large language models in disaster organizing [Paper Panel]. In *the 34th Organizational Communication Mini Conference* (OCMC '24), September 27-29, 2024, Evanston, Illinois.

Randazzo, C., Shugars, S., & Doerfel, M. (2024). Navigating displacement online: The effects of versatility and housing displacement on social tie formation in online neighborhood threads. [Paper Panel] In *the International Communication Association Conference* (ICA '24), June 20-June 2024, Gold Coast, Australia.

Rasheed, H., **Randazzo, C.,** Dreier, M., & Careem, A. (2023). Abortion salience after the Roe v. Wade leak: An automated content analysis of tweets by CNN, Fox News, and ABC News. [Paper Panel]. In *the 109th National Communication Association Conference* (NCA '23), November 16-18, 2023, National Harbor, Maryland.

Randazzo, C. (2023). Building bonds amid disaster: An ERGM approach to modeling social tie formation in online neighborhood groups. [Paper Panel] In *the 33rd Organizational Communication Mini Conference* (OCMC '23), October 6-8, 2023, New Brunswick, New Jersey.

Randazzo, C., Doerfel, M., & Shugars, S. (2023) Negotiating solutions to community challenges: The conversational dynamics of an online neighborhood forum. [Paper Panel] In *the International Network for Social Network Analysis Conference* (Sunbelt '23), June 22-July 1, 2023, Portland, Oregon.

Randazzo, C., Kim, M., Kwestel, M., Doerfel, M., & Ammari, T. (2023) Citizen discourse about climate gentrification: The complementarities of online and onsite communication. [Paper Panel] In *the International Communication Association Conference* (ICA '23), May 25-29, 2023, Toronto, Canada.

Rasheed, H., **Randazzo, C.,** Dreier, M., & Careem, A. (2023). Didn't we see this coming? A computational examination of agenda-setting on Twitter of the Roe v. Wade leak. [Poster]. In *the 114th Eastern Communication Association Conference* (ECA '23), March 31-April 2, 2023, Baltimore, Maryland.

Kim, M., Kwestel, M., Doerfel, M., & **Randazzo, C.** (2022). Weather related disasters and the social structure of social services organizing. [Poster.] In *the International Communication Association Conference* (ICA '22), May 26-30, 2022, Paris, France.

Randazzo, C. (2020). Corporate giving during catastrophic events. [Paper Panel] In *the International Academy of Management and Business* (IAMB '20), October 3-5, 2020, Virtual.

TEACHING

Course Instructor

Rutgers University

- 04:189:151 – **Virtual Team Dynamics** (BA Level) **Fall 2024 & Spring 2025**
Teaching effectiveness: 4.3/5 (most recent)
Size: ~40 students, Taught: x4
- 04:189:220 – **Data in Context** (BA Level) **Fall 2023**
Teaching effectiveness: 4.5/5 (most recent)
Size: ~30 students, Taught: x1

Teaching Assistant

ICPSR Summer Program, University of Michigan

- **Data Science and Text Analysis** (Ph.D. Level) **June-July 2024**
- **Network Analysis I** (Ph.D. Level) **July-August 2024**

Rutgers University

- 04:189:102 – **Introduction to Social Media** (BA Level) **Spring 2023**
- 04:189:101 – **Introduction to Communication and Information** (BA Level) **Fall 2022**

AWARDS & FELLOWSHIPS

- Top Paper Award, *NCA Organizational Communication Division* **2024**
- Research Fellowship, *Secure and Trustworthy Cyberspace (SaTC, CORE: Medium)* **2023-2024**
Funded by the NSF. PIs: Matthew Weber, Kash Barker, & Elena Bessarabova
- Outstanding Doctoral Student Award, *Rutgers University* **2023**
- Outstanding Master's Student Award, *Rutgers University* **2021**
- Graduate Fellowship, *Johnson & Johnson* **2019 – 2021**

INVITED TALKS

- "Content moderation in the age of AI" (*Panelist*) **2025**
Rutgers LIS Spring Symposium
- Data Science Professor Panel (*Panelist*) **2024**
Data Science Club, Rutgers University
- "Comparing Topic Models with Interactive Heatmaps" (*Invited Talk*) **2024**
Scholarship Incubator: Innovation in Digital Research, Rutgers University
- "Topic Modeling in R" (*Invited Talk*) **2022**
Networks Research Lab, Rutgers University

SPECIALIZED TRAINING

- Network Dynamics of Social Behavior, *University of Pennsylvania* **2023**
- Simulating Complex Agent-Based Models, *Sunbelt Networks Conference* **2023**
- Social Network Approaches for Behavioral Science, *Sunbelt Networks Conference* **2022**
- Temporal Exponential Random Graph Models, *Sunbelt Networks Conference* **2022**
- Integrating SNA and Text Mining, *Sunbelt Networks Conference* **2022**

SERVICE**Rutgers University: Research Groups**

- Co-Chair: *Rutgers AI Collaborative* (2024-2025)
- Member: *Computational Social Science Lab* (2023-2025)
- Member: *Behavioral Informatics Lab* (2022-2025)

Rutgers University: Student Mentoring

- Graduate mentor (Ph.D. & Master's students): Katie Scrivani, Jesse Scinto, Xin Du
- Research mentor (Undergraduate): Samantha Gilgan, Christine Chirichillo, Andy Nguyen

Rutgers University: Other Activities

- Committee Member: SC&I Dean Search Committee (2024-present)
- Volunteer: Rutgers PhD Orientation (2024)
- Volunteer & Speaker: Rutgers PhD Admitted Students Day (2023)
- Panelist: SCI Virtual Information Session (2023)
- Booth Volunteer: National Communication Association (2022)
- Speaker: Rutgers Alumni Learning Consortium (2022)

Conference Organization

- WebSci ('25), Volunteer
- Organizational Communication Mini Conference (OCMC), Co-Organizer (2022-2023)

Journal Reviewer

- New Media & Society (x1)
- Health Communication (x1)
- ACM's Computer Supported Cooperative Work (x3)
- Computer-Human Interaction (x2)
- Designing Interactive Systems (x2)