

## **Swapna GOTTIPATI**

School of Computing and Information Systems  
Singapore Management University (SMU)  
80 Stamford Road  
Singapore 178902

Email: swapnag@smu.edu.sg

Office Phone: (+65) 68087936



### **Education**

PhD, Singapore Management University, Singapore, 2014

Master of Computing, National University of Singapore, Singapore, 2003

Bachelor of Engineering, Osmania University, India, 1997

### **Academic Appointments**

Associate Professor of Information Systems (Education), School of Computing and Information Systems, SMU, Jul 2020 - Present

Assistant Professor of Information Systems (Education), School of Computing and Information Systems, SMU, May 2014 - Jun 2020

Adjunct Lecturer, School of Information Systems, Singapore Management University, Singapore, Jan 2012 - May 2012

Senior Instructor, School of Information Systems, Singapore Management University, Singapore, Jan 2009 - Dec 2009

Instructor, School of Information Systems, Singapore Management University, Singapore, Jan 2004 - Dec 2008

### **Academic Administrative Positions**

ResWORK Fellow, SMU Resilient Workforces Institute, SMU, Oct 2025 - Present

Associate Dean (Undergraduate Education), School of Computing and Information Systems, SMU, Jul 2020 - Present

Interim Associate Dean (Undergraduate Education), School of Computing and Information Systems, SMU, Jan 2020 - Jun 2020

Programme Director, BSc (IS) Information Systems Major, School of Computing and Information Systems, SMU, Jul 2017 - Dec 2019

### **Other Positions and Affiliations**

Consultant, Mobilitec, Singapore, Jan 2004 - Aug 2004

Senior Consultant, Apar Infotec (Ness), Singapore, Jan 1998 - Jan 2003

Software Programmer, CATS Software Systems, India, Jan 1997 - Jan 1998

## **Awards and Honors**

Innovative Teacher, Singapore Management University, 2020

Best Student Paper Finalist, ICCE, 2019

Innovation Teacher Nominee, Singapore Management University, 2017

Best Paper Finalist, ICCE Conference, 2017

Innovative Teacher Award Nominee, Singapore Management University, 2016

Best paper Award, Association of Information Systems international conference, AIS SIG-ED, Dublin, December, 2016, 2016

Singapore Management University Presidential Doctoral Fellowship Award, Singapore Management University, 2013

Best Paper Finalist . In the 5th International Conference on Social Informatics (SocInfo). November 2013., The 5th International Conference on Social Informatics, 2013

PhD Overseas Training Residency at CMU, LARC Scholarship Living Analytics Research Centre, Singapore, CMU, 2012

SMU Innovation Award Institute of Innovation and Entrepreneurship, Singapore Management University, 2011

Singapore Management University Full Graduate Scholarship Singapore Management University, Singapore, Singapore Management University, 2010

## **Professional Memberships**

Executive Committee Member, SAS, 2015 - 2017

APSCE Member, APSCE, 2014

Member, IEEE, 2014

## **RESEARCH**

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### **Research Interests**

Information Extraction and Retrieval

Text Mining and Analytics

Opinion mining and Sentiment analysis

Natural language processing and Machine learning

Data Mining Applications

Education Analytics

Digital Business

### **Publications**

Journal Articles [Refereed]

What students really think: Unpacking AI ethics in educational assessments through a triadic framework, by LIM, Tristan; GOTTIPATI, Swapna; CHONG, Michelle. (2025). *International Journal of Educational Technology in Higher Education*, 22 (1), 1-32. <https://doi.org/10.1186/s41239-025-00556-8> (Published)

Automatic generation of introductory programming exercises with large language models, by TA, Nguyen Binh Duong; NGUYEN, Hua Gia Phuc; GOTTIPATI, Swapna. (2025). *Research and Practice in Technology Enhanced Learning*, 1 27-43. <https://doi.org/10.58459/rptel.2026.21025> (Published)

Analytics-enabled authentic assessment design approach for digital education, by LIM, Tristan; GOTTIPATI, Swapna; CHEONG, Michelle; NG, Jun Wei; PANG, Christopher. (2023). *Education and Information Technologies*, 28 (7), 1-24. <https://doi.org/10.1007/s10639-022-11525-3> (Published)

Rapid transition of a technical course from face-to-face to online, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2021). *Communications of the Association for Information Systems*, 48 7-14. <https://doi.org/10.17705/1CAIS.04802> (Published)

Social media influencers and Instagram storytelling: Case study of Singapore Instagram influencers, by CHONG, Mark; GOTTIPATI, Swapna. (2020). *Journal of Applied Business and Economics*, 22 (10), 81-96. <https://doi.org/10.33423/jabe.v22i10.3714> (Published)

Text analytics approach to extract course improvement suggestions from students' feedback, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; LIN, Jeff Rongsheng. (2018). *Research and Practice in Technology Enhanced Learning*, 13 (6), 1-19. <https://doi.org/10.1186/s41039-018-0073-0> (Published)

Competency analytics tool: Analyzing curriculum using course competencies, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2018). *Education and Information Technologies*, 23 (1), 41-60. <https://doi.org/10.1007/s10639-017-9584-3> (Published)

A retail bank's BPM experience, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna; DURAN, Randall E.. (2012). *Journal of Information Technology Case and Application Research*, 14 (3), 33-45. <https://doi.org/10.1080/15228053.2012.10845705> (Published)

### Book Chapters

Educational technologies and assessment practices: Evolution and emerging research gaps, by LIM, Tristan; GOTTIPATI, Swapna; CHEONG, Michelle. (2024). In BRAMAN, James; BROWN, Alexis; RICHARDS, Mary Jo (Ed.), *Reshaping learning with next generation educational technologies* (pp. 136-172) IGI Global. <https://doi.org/10.4018/979-8-3693-1310-7> (Published)

Ethical considerations for artificial intelligence in educational assessments, by LIM, Tristan; GOTTIPATI, Swapna; CHEONG, Michelle. (2023). In J. Keengwe (Ed.), *Creative AI tools and ethical implications in teaching and learning* (pp. 32-79) Hershey, PA: IGI Global. <https://doi.org/10.4018/979-8-3693-0205-7> (Published)

### Conference Proceedings

Exploring students' adoption of ChatGPT as a mentor for undergraduate computing projects: PLS-SEM analysis, by GOTTIPATI, Swapna; SHIM, Kyong Jin; SHANKARARAMAN, Venky. (2023.0). *Proceedings of the 31st International Conference on Computers in Education Conference, Matsue, Shimane, 2023 December 4-8*, (pp. 40-45) Japan: Asia-Pacific Society for Computers in Education. (Published)

ExGen: Ready-to-use exercise generation in introductory programming courses, by TA, Nguyen Binh Duong; NGUYEN, Hua Gia Phuc; GOTTIPATI, Swapna. (2023.0). *Proceedings of the 31st International Conference on Computers in Education Conference, Matsue, Shimane, Japan, 2023 December 4-8*, (pp. 104-113) Japan: Asia-Pacific Society for Computers in Education. (Published)

AI for connectivism learning: Undergraduate students' experiences of ChatGPT in advanced programming courses, by GOTTIPATI, Swapna; SHIM, Kyong Jin; SHANKARARAMAN, Venky. (2023.0). *Proceedings of Americas Conference on Information Systems 2023: Panama, August 10-12*, (pp. 1-10) Atlanta, GA: Association of Information Systems. [https://aisel.aisnet.org/amcis2023/sig\\_ed/sig\\_ed/16/](https://aisel.aisnet.org/amcis2023/sig_ed/sig_ed/16/) (Published)

Machine learning based financial aid management process, by GOTTIPATI, Swapna; SHANKARARAMAN,

Venky; RAO, Komirisetti C.; VETRIVILLALAN, Vennila . (2023.0). *Proceedings of AMCIS 2023*, Atlanta, Georgia, USA: Association of Information Systems. (Published)

Career track based capstone course design for information systems curriculum, by GOTTIPATI, Swapna; SHIM, Kyong Jin; DATTA, Subhajit. (2023.0). *Proceedings of the 2023 IEEE Global Engineering Education Conference (EDUCON)*, Kuwait, May 1-4, Piscataway, NJ: IEEE. <https://doi.org/10.1109/EDUCON54358.2023.10125198> (Published)

Assessment design for digital education: An analytics-based authentic assessment approach, by LIM, Tristan; GOTTIPATI, Swapna; CHEONG, Michelle; PANG, Christopher; NG, Jun Wei. (2022.0). *Proceedings of 2022 IEEE International Conference on Teaching, Assessment, and Learning for Engineering (TALE)*, Hung Hom, Hong Kong, December 4-7, Piscataway, NJ: IEEE. (Published)

Gamified online industry learning platform for teaching of foundational computing skills, by LAU, Yi Meng; BARROS, Rafael J.; GOTTIPATI, Swapna; SHIM, Kyong Jin. (2022.0). *2022 IEEE International Conference on Teaching, Assessment, and Learning for Engineering (TALE): Hong Kong, China, December 4-7: Proceedings*, (pp. 112-119) Piscataway, NJ: IEEE. <https://doi.org/10.1109/TALE54877.2022.00026> (Published)

VR Computing Lab: An immersive classroom for computing learning, by PANG, Shawn; SHIM, Kyong Jin; LAU, Yi Meng; GOTTIPATI, Swapna. (2022.0). *2022 IEEE International Conference on Teaching, Assessment, and Learning for Engineering: Hong Kong, December 4-7: Proceedings*, (pp. 1-8) Piscataway, NJ: IEEE. (Published)

Authentic assessments for digital education: Learning technologies shaping assessment practices, by LIM, Tristan; GOTTIPATI, Swapna; CHEONG, Michelle . (2022.0). *Proceedings of the 30th International Conference on Computers in Education (ICCE 2022)*, Kuala Lumpur, November 28 - December 2, (pp. 587-592) Taiwan: Asia-Pacific Society for Computers in Education. [https://icce2022.apsce.net/uploads/P1\\_C7\\_91.pdf](https://icce2022.apsce.net/uploads/P1_C7_91.pdf) (Published)

Investigating Bloom's cognitive skills in foundation and advanced programming courses from students' discussions, by LIM, Joel J. W.; GOTTIPATI, Swapna; SHIM, Kyong Jin. (2022.0). *2022 30th International Conference on Computers in Education: Kuala Lumpur, November 28 - December 2: Proceedings*, (pp. 1-6) Kuala Lumpur: Asia-Pacific Society for Computers in Education. (Published)

Coders Assembly: Peer assisted learning model for freshman programming courses, by SHIM, Kyong Jin; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2022.0). *2022 IEEE Global Engineering Education Conference (EDUCON): Tunisia, March 28-31: Proceedings*, (pp. 1128-1134) Piscataway, NJ: IEEE. <https://doi.org/10.1109/EDUCON52537.2022.9766798> (Published)

Profiling student learning from Q&A interactions in online discussion forums, by ONG, De Lin; SHIM, Kyong Jin; GOTTIPATI, Swapna. (2021.0). *Proceedings of the 29th International Conference on Computers in Education, ICCE 2021, Thailand, November 22-26*, (pp. 251-260) Thailand: ICCE. (Published)

Flip & slack: Active flipped classroom learning with collaborative slack interactions, by SHIM, Kyong Jin; GOTTIPATI, Swapna; LAU, Yi Meng. (2021.0). *Proceedings of the 29th International Conference on Computers in Education (ICCE 2021), Virtual Conference, November 22-26*, (pp. 121-131) Virtual Conference: Asia-Pacific Society for Computers in Education. (Published)

Mining informal and short student self-reflections for detecting challenging topics: A learning outcomes insight dashboard, by LIN, Ong De; GOTTIPATI, Swapna; LO, Siaw Ling; SHANKARARAMAN, Venky. (2021.0). *2021 IEEE Frontiers in Education Conference (FIE): Lincoln, NE, October 13-16: Proceedings*, (pp. 1-9) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE49875.2021.9637181> (Published)

Design and supervision model of group projects for active learning, by LAU, Yi Meng; SHIM, Kyong Jin; GOTTIPATI, Swapna. (2021.0). *2021 IEEE Frontiers in Education Conference (FIE): Lincoln, NE, October 13-16: Proceedings*, (pp. 1-9) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE49875.2021.9637162> (Published)

Integrated discourse analysis & learning skills framework for class conversations, by TAN, Devyn Wei Hung; GOTTIPATI, Swapna; SHIM, Kyong Jin; SHANKARARAMAN, Venky. (2021.0). *Proceedings of 2021 Frontiers in Education (FIE), Lincoln, Nebraska, October 13-16*, (pp. 1-9) Lincoln, NE, USA: IEEE. (Published)

Mining informal and short weekly student self-reflections for improving student learning experience, by GOTTIPATI, Swapna; BARROS, Rafael; SHIM, Kyong Jin. (2021.0). *Proceedings of the 27th Americas Conference on Information Systems (AMCIS) 2021, Virtual Conference, August 9-13*, (pp. 1-10) Virtual

Conference: AIS. (Published)

Information systems business analytics curriculum: Competencies from National Infocomm skills model and job listings, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; SHIM, Kyong Jin; YIP, Chan Yuen. (2021.0). *Proceedings of AMCIS 2021: Digital Innovation and Entrepreneurship, Virtual Conference, August 9-13*, Virtual: AMCIS. [https://aisel.aisnet.org/amcis2021/is\\_education/sig\\_education/7](https://aisel.aisnet.org/amcis2021/is_education/sig_education/7) (Published)

Rethinking work study programs: A data analytics work study program for undergraduates, by LO, Siaw Ling; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2021.0). *Proceedings of 27th Americas Conference on Information Systems, AMCIS 2021, Virtual, August 9-13*, Montreal: AIS. (Published)

Integrated framework for developing instructional videos for foundational computing courses, by SHIM, Kyong Jin; GOTTIPATI, Swapna; LAU, Yi Meng. (2021.0). *Proceedings of the 25th Pacific Asia Conference on Information Systems (PACIS), Dubai, 2021 July 12-14*, (pp. 1-14) Dubai, UAE: AIS. (Published)

Integration of professional certifications with information systems business analytics track curriculum, by SHIM, Kyong Jin; GOTTIPATI, Swapna; LAU, Yi Meng. (2021.0). *2021 IEEE Global Engineering Education Conference (EDUCON): Vienna, Austria, April 21-23: Proceedings*, (pp. 1337-1344) Piscataway, NJ: IEEE. <https://doi.org/10.1109/EDUCON46332.2021.9453976> (Published)

Glassdoor job description analytics: Analyzing data science professional roles and skills, by GOTTIPATI, Swapna; SHIM, Kyong Jin; SAHOO, Sarthak. (2021.0). *2021 IEEE Global Engineering Education Conference (EDUCON): April 21-23, Virtual: Proceedings*, (pp. 1329-1336) Piscataway, NJ: IEEE. <https://doi.org/10.1109/EDUCON46332.2021.9453931> (Published)

Exploring media portrayals of people with mental disorders using NLP, by GOTTIPATI, Swapna; CHONG, Mark; LIM, Andrew Wei Kiat; KAWIDIREJO, Benny Haryanto. (2021.0). *Proceedings of the 14th International Conference on Health Informatics HEALTHINF 2021: Part of BIOSTEC 2021, Virtual, February 11-13*, (pp. 708-715) Setúbal, Portugal: SciTePress. <https://doi.org/10.5220/0010380007080715> (Published)

Analyzing tweets on new norm: Work from home during COVID-19 outbreak, by GOTTIPATI, Swapna; SHIM, Kyong Jin; TEO, Hui Hian; NITYANAND, Karthik; SHIVAM, Shreyansh. (2021.0). *2021 11th IEEE Annual Computing and Communication Workshop and Conference: January 27-30, Virtual: Proceedings*, (pp. 500-507) Piscataway, NJ: IEEE. <https://doi.org/10.1109/CCWC51732.2021.9375936> (Published)

Renewal of an information systems curriculum to support career based tracks: A case study, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; SHIM, Kyong Jin. (2020.0). *Proceedings of 2020 SIGED International Conference on Information Systems Education and Research, Virtual, December 12-13*, (pp. 1-13) Virtual: Association for Information Systems. <https://aisel.aisnet.org/siged2020/21/> (Published)

Exploring the impact of COVID-19 on aviation industry: A text mining approach, by GOTTIPATI, Swapna; SHIM, Kyong Jin; JIANG, Angeline Weiling; LEE, Sheng Wei Andre Justin. (2020.0). *2020 11th IEEE Annual Information Technology, Electronics and Mobile Communication Conference (IEMCON), Canada, 4-7 November: Proceedings*, (pp. 1-8) Piscataway, NJ: IEEE. <https://doi.org/10.1109/IEMCON51383.2020.9284858> (Published)

Leveraging profanity for insincere content detection: A neural network approach, by GOTTIPATI, Swapna; TAN, Annabel; CHOW, Jing Shan David; LIM, Wee Kiat Joel. (2020.0). *2020 11th IEEE Annual Information Technology, Electronics and Mobile Communication Conference (IEMCON): November 4-7, Virtual: Proceedings*, (pp. 41-47) Piscataway, NJ: IEEE. <https://doi.org/10.1109/IEMCON51383.2020.9284844> (Published)

Using student perceptions to design smart class participation tools: A technology framework, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; NG, Wei Jie Mark. (2020.0). *2020 50th Frontiers in Education Conference (FIE): October 21-24, Uppsala, Sweden: Proceedings*, (pp. 1-9) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE44824.2020.9274112> (Published)

Automated discussion analysis: Framework for knowledge analysis from class discussions, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; GOKARN, Mallika Nitin. (2020.0). *2020 50th Frontiers in Education Conference (FIE): October 21-24, Uppsala, Sweden: Proceedings*, (pp. 1-8) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE44824.2020.9273819> (Published)

Clustering models for topic analysis in graduate discussion forums, by NITIN, Mallika Gokarn; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2019.0). *Proceedings of the 27th International Conference on Computers in Education, Taiwan: Asia-Pacific Society for Computers in Education, Kenting, Taiwan: APSCE*. (Published)

TopicSummary: A tool for analyzing class discussion forums using topic based summarizations, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; RAMESH, Renjini. (2019.0). *2019 IEEE Frontiers in Education Conference 49th FIE: Covington, KY, October 16-19: Proceedings*, (pp. 1-10) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE43999.2019.9028526> (Published)

Cognitive and social interaction analysis in graduate discussion forums, by NITIN, Mallika Gokran; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2019.0). *2019 49th Frontiers in Education Conference: Cincinnati, OH, October 16-19: Proceedings*, (pp. 1-8) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE43999.2019.9028485> (Published)

Applying design thinking to student outreach projects: Experiences from an Information Systems School, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; MEGARGEL, Alan. (2018.0). *Proceedings of AIS Special Interest Group for Education (SIGED), San Francisco, CA, 2018 December 12-13*, (pp. 1-11) San Francisco: AIS. (Published)

Latent Dirichlet Allocation for textual student feedback analysis, by GOTTIPATI, Swapna; SHANKARARAMAN, Swapna; LIN, Jeff Rongsheng. (2018.0). *Proceedings of the 26th International Conference on Computers in Education ICCE 2018: Manila, Philippines, November 28-30*, (pp. 220-227) Manila: APSCE. (Published)

Class discussion management and analysis application, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna; RAMASWAMI, Seshan; CHHABLAN, Chirag. (2018.0). *Proceedings of the 26th International Conference on Computers in Education (ICCE 2018): Manila, November 26-30*, (pp. 446-451) Manila: APSCE. (Published)

SUFAT: An analytics tool for gaining insights from student feedback comments, by PYASI, Siddhant; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2018.0). *2018 Frontiers in Education Conference 48th FIE: San Jose, CA, October 3-6: Proceedings*, (pp. 1-9) Los Alamitos, CA: IEEE Computer Society. <https://doi.ieeecomputersociety.org/10.1109/FIE.2018.8658457> (Published)

Using gamification in outreach camps: Experience from an information systems program, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2018.0). *2018 48th Frontiers in Education Conference: San Jose, CA, October 3-6: Proceedings*, Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE.2018.8659296> (Published)

Mini-case study pedagogy: Experience from a technical course in an information systems program, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna; MEGARGEL, Alan. (2018.0). *In Proceedings of 48th Annual Frontiers in Education Conference (FIE), San Jose, United States, 2018 October 3-6*, (pp. 1-8) San Jose: IEEE. (Published)

Effectiveness of bite-sized lecture on student learning outcomes, by KOH, Noi Sian; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2018.0). *4th International Conference on Higher Education Advances (HEAD' 18), Valencia, Spain, 2018 June 20-22: Proceedings*, (pp. 515-523) Valencia: HEAD. (Published)

Extracting implicit suggestions from students' comments: A text analytics approach, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna; LIN, Jeff Rongsheng, GAN, Sandy. (2017.0). *Proceedings of 25th International Conference on Computers in Education (ICCE 2017), Christchurch, New Zealand, December 4-8*, (pp. 261-269) Taoyuan, Taiwan: Asia-Pacific Society for Computers in Education. (Published)

Analyzing the e-learning video environment requirements of Generation Z students using Echo360 platform, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2017.0). *Proceedings of the 25th International Conference on Computers in Education (ICCE 2017): Christchurch, New Zealand, December 4-8*, (pp. 391-396) Taoyuan, Taiwan: Asia-Pacific Society for Computers in Education. (Published)

Using data analytics for discovering library resource insights: Case from Singapore Management University, by LU, Ning; SONG, Rui; HENG, Dina; LI, Gwek; GOTTIPATI, Swapna; TAY, Aaron. (2017.0). *Proceedings of the 25th International Conference on Computers in Education ICCE 2017, Christchurch, New Zealand, December 4-8*, (pp. 280-287) Taoyuan, Taiwan: Asia-Pacific Society for Computers in Education. (Published)

A conceptual framework for analyzing students' feedback, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna; GAN, Sandy. (2017.0). *FIE 2017: Proceedings of 47th Annual Frontiers in Education Conference, Indianapolis, Indiana, October 18-21*, (pp. 1-8) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE.2017.8190703> (Published)

Design and implementation of an enterprise integrated project environment: Experience from an

- information systems program, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2017.0). *FIE 2017: Proceedings of 47th Annual Frontiers in Education Conference, Indianapolis, Indiana, October 18-21*, (pp. 1-9) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE.2017.8190446> (Published)
- Predicting potential Alzheimer medical condition in elderly using IOT sensors: Case study, by CHONG, Zhi Hao Kevin; TEE, Yu Xuan; TOH, Ling Jing; PHANG, Shi Jia; LIEW, Jie Ying; QUECK, Bertran; GOTTIPATI, Swapna. (2017.0). *IRC Conference on Science, Engineering, and Technology IRC-SET 2017, August 10-11: Proceedings*, (pp. 1-6) Singapore: (Published)
- Mining capstone project wikis for knowledge discovery, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky; GOH, Melvrick. (2017.0). *2017 IEEE 41st Annual Computer Software and Applications Conference (COMPSAC): July 4-8, Torino, Italy: Proceedings*, (pp. 371-380) Los Alamitos, CA: IEEE Computer Society. <https://doi.org/10.1109/COMPSAC.2017.169> (Published)
- Designing a data warehousing and business analytics course using experiential learning pedagogy, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2016.0). *Proceedings of the 2016 AIS SIGED International Conference on IS Education and Research, Dublin, December 11-14*, Georgia, US: Association for Information Systems. (Published)
- Designing a data warehousing and business analytics course using experiential learning pedagogy, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2016.0). *Proceeding of SIGEd 2016 Conference*, Dublin, Ireland: AIS (Received Best Paper Award). (Published)
- Semi-automated tool for providing effective feedback on programming assignments, by BEH, Min Yan; GOTTIPATI, Swapna; LO, David; SHANKARARAMAN, Venky. (2016.0). *Proceedings of the 24th International Conference on Computers in Education: November 28 - December 2, 2016, Mumbai, India*, (pp. 258-263) Taoyuan City: Asia-Pacific Society for Computers in Education. (Published)
- MyCompetencies: Competency tracking mobile application for IS students, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2016.0). *EDUCON 2016: Proceedings of the IEEE Global Engineering Education Conference 2016: 10-13 April, 2016, Abu Dhabi, UAE*, (pp. 1-7) Piscataway, NJ: IEEE. <http://dx.doi.org/10.1109/EDUCON.2016.7474562> (Published)
- Mapping information systems student skills to industry skills framework, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna. (2016.0). *EDUCON 2016: Proceedings of the IEEE Global Engineering Education Conference 2016: 10-13 April, 2016, Abu Dhabi, UAE*, (pp. 1-6) Piscataway, NJ: IEEE. <http://dx.doi.org/10.1109/EDUCON.2016.7474561> (Published)
- Incorporating Analytics into a Business Process Modelling Course, by GOTTIPATI, Swapna; SHANKARARAMAN, Venkataramanan. (2015.0). *Proceedings of the 2015 International Conference SIGED:IAIM: December 12-13, Fort Worth, TX*, Atlanta, GA: AIS. <http://aisel.aisnet.org/siged2015/16/> (Published)
- Capstone projects mining system for insights and recommendations, by GOH, Melvrick; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2015.0). *Proceedings of the 23rd International Conference on Computers in Education ICCE 2015, 30 November - 4 December 2015, Hangzhou, China*, (pp. 1-6) Hangzhou, China: Asia-Pacific Society for Computers in Education. (Published)
- Analyzing educational comments for topics and sentiments: A text analytics approach, by NITIN, Gokran Ila; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2015.0). *2015 IEEE Frontiers in Education Conference: El Paso, Texas, October 21-24: Proceedings*, (pp. 1658-1666) Piscataway, NJ: IEEE. <https://doi.org/10.1109/FIE.2015.7344296> (Published)
- Evaluating Library Spaces while Developing a "Culture of Assessment", by CRIBB, Gulcin; HANKEN, Tamera; GOTTIPATI, Swapna. (2015.0). *Northumbria International Conference on Performance Measurement in Libraries and Information Services, 11th, 20-22 July 2015*, Bingley: Emerald. <http://worldcat.org/isbn/9781786358851> (Published)
- A Framework for Embedding Analytics in a Business Process, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna. (2015.0). *CBI 2015: IEEE 17th Conference on Business Informatics: 13-16 July 2015, Lisbon, Portugal*, (pp. 49-54) Los Alamitos, CA: IEEE Computer Society. <http://dx.doi.org/10.1109/CBI.2015.10> (Published)
- Text-mining approach for verifying alignment of information systems curriculum with industry skills, by LAW, Sheng Xun; GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2015.0). *2015 International Conference on Information Technology Based Higher Education and Training ITHET 2015: June 11-13, Lisbon:*

*Proceedings*, (pp. 1-6) Piscataway, NJ: IEEE. <https://doi.org/10.1109/ITHET.2015.7217959> (Published)

Learning Analytics Applied to Curriculum Analysis, by GOTTIPATI, Swapna; SHANKARARAMAN, Venkataramanan (Venky). (2014.0). *SIGED 2014 Proceedings*, Auckland, New Zealand: (Published)

Aligning Assessments with Competencies using Keyphrase Extraction, by SHANKARARAMAN, Venkataramanan; GOTTIPATI, Swapna. (2014.0). *IEEE International Conference on Teaching, Assessment, and Learning for Engineering 2014 (TALE): 8-10 December 2014, Wellington: Proceedings*, (pp. 25-32) Piscataway, NJ: IEEE. <http://dx.doi.org/10.1109/TALE.2014.7062630> (Published)

myDeal: A mobile shopping assistant matching user preferences to promotions, by MURALIDHARAN, Kartik; GOTTIPATI, Swapna; JIANG, Jing; RAMSUBBU, Narayan; BALAN, Rajesh Krishna. (2014.0). *MOBIQUITOUS '14: Proceedings of the 11th International Conference on Mobile and Ubiquitous Systems: Computing, Networking and Services: 2-5 December, London*, (pp. 238-247) Brussels: ICST. <https://doi.org/10.4108/icst.mobiquitous.2014.257708> (Published)

Analyzing Course Competencies: What can Competencies Reveal about the Curriculum?, by GOTTIPATI, Swapna; SHANKARARAMAN, Venkataramanan (Venky). (2014.0). *Proceedings of the 22nd International Conference on Computers in Education ICCE 2014: November 30 - December 4, 2014, Nara, Japan*, (pp. 319-324) Nara, Japan: ICCE 2014 Organizing Committee. <http://icce2014.jaist.ac.jp/icce2014/wp-content/uploads/2014/12/ICCE2014-Main-Proceedings-lite-1.pdf> (Published)

An Integrated Model for User Attribute Discovery: A Case Study on Political Affiliation Identification, by GOTTIPATI, Swapna; QIU, Minghui; YANG, Liu; ZHU, Feida; JIANG, Jing. (2014.0). *Advances in Knowledge Discovery and Data Mining: 18th Pacific-Asia Conference, PAKDD 2014, Tainan, Taiwan, May 13-16, 2014. Proceedings, Part I*, (pp. 434-446) Cham: Springer Verlag. [http://dx.doi.org/10.1007/978-3-319-06608-0\\_36](http://dx.doi.org/10.1007/978-3-319-06608-0_36) (Published)

Deal or no deal: Catering to user preferences, by MURALIDHARAN, Kartik; GOTTIPATI, Swapna; BALAN, Rajesh Krishna. (2014.0). *2014 IEEE International Conference on Pervasive Computing and Communication (PERCOM) Workshops: 24-28 March, Budapest, Hungary: Proceedings*, (pp. 199-202) Piscataway, NJ: IEEE. <https://doi.org/10.1109/PerComW.2014.6815200> (Published)

Predicting User's Political Party using Ideological Stances, by GOTTIPATI, Swapna; QIU, Minghui; YANG, Liu; ZHU, Feida; JIANG, Jing. (2013.0). *Social Informatics: 5th International Conference, SocInfo 2013, Kyoto, Japan, November 25-27, 2013: Proceedings*, (pp. 177-191) Cham: Springer Verlag. [http://dx.doi.org/10.1007/978-3-319-03260-3\\_16](http://dx.doi.org/10.1007/978-3-319-03260-3_16) (Published)

CQARank: Jointly model topics and expertise in Community Question Answering, by YANG, Liu; QIU, Minghui; GOTTIPATI, Swapna; ZHU, Feida; JIANG, Jing; SUN, Huiping; CHEN, Zhong. (2013.0). *CIKM '13: Proceedings of the 22nd ACM International Conference on Information and Knowledge Management: San Francisco, CA, October 27- November 1*, (pp. 99-108) New York: ACM. <https://doi.org/10.1145/2505515.2505720> (Published)

Learning Topics and Positions from Debatepedia, by GOTTIPATI, Swapna; QIU, Minghui; SIM, Yanchuan; JIANG, Jing; SMITH, Noah. (2013.0). *Proceedings of the 2013 Conference on Empirical Methods in Natural Language Processing, Seattle, Washington, 18-21 October 2013*, (pp. 1858-1868) Stroudsburg, PA: ACL. (Published)

Your Love is Public Now: Questioning the Use of Personal Information in Authentication, by GUPTA, Payas; GOTTIPATI, Swapna; JIANG, Jing; GAO, Debin. (2013.0). *ASIA CCS'13: Proceedings of the 8th ACM SIGSAC Symposium on Information, Computer and Communications Security: May 8-10, 2013, Hangzhou, China*, (pp. 49-60) New York: ACM. <http://dx.doi.org/10.1145/2484313.2484319> (Published)

Extracting and Normalizing Entity-actions from Users' Comments, by GOTTIPATI, Swapna; JIANG, Jing. (2012.0). *Proceedings of COLING 2012, December 8-15, Mumbai*, (pp. 995-1010) Stroudsburg, PA: ACL. <http://aclweb.org/anthology/C12-1061> (Published)

Finding Thoughtful Comments from Social Media, by GOTTIPATI, Swapna; JIANG, Jing. (2012.0). *Proceedings of COLING 2012: 24th International Conference on Computational Linguistics, 8-15 December 2012, Mumbai, India*, (pp. 995-1010) Stroudsburg, PA: ACL. <http://aclweb.org/anthology/C12/C12-1061.pdf> (Published)

What's Public Feedback? Linking High Quality Feedback to Social Issues using Social Media, by Gottipati, Swapna; JIANG, Jing. (2012.0). *SocialCom/PASSAT 2012: Proceedings: ASE/IEEE International Conference*

*on Privacy, Security, Risk and Trust, and ASE/IEEE International Conference on Social Computing, 3-5 September 2012, Amsterdam, Netherlands, (pp. 546-551) Piscataway, NJ: IEEE.*  
<http://dx.doi.org/10.1109/SocialCom-PASSAT.2012.92> (Published)

Finding relevant answers in software forums, by GOTTIPATI, Swapna; LO, David; JIANG, Jing. (2011.0). *ASE 2011: Proceedings of the 26th IEEE/ACM International Conference on Automated Software Engineering: Lawrence, KS, November 6-10, (pp. 323-332) Los Alamitos, CA: IEEE Computer Society.*  
<https://doi.ieeecomputersociety.org/10.1109/ASE.2011.6100069> (Published)

Linking entities to a knowledge base with query expansion, by GOTTIPATI, Swapna; JIANG, Jing. (2011.0). *EMNLP '11: Proceedings of the 2011 Conference on Empirical Methods in Natural Language Processing, Edinburgh, Scotland, July 27-31, (pp. 804-813) Stroudsburg, PA: Association for Computational Linguistics.* (Published)

### Conference Papers

Category influencers and Instagram storytelling, by CHONG, Mark; GOTTIPATI, Swapna. (2020.0). *International Communication Association Conference 70th ICA 2020, May 21-25, Gold Coast.* (Presented)

Analyzing persuasive and inspiring talks using text mining, by GOTTIPATI, Swapna; CHONG, Mark. (2020.0). *International Communication Association Conference 70th ICA 2020, May 21-25, Gold Coast.* (Presented)

SMU-X pedagogy: Two case studies, by PAN, Gary; GOTTIPATI, Swapna; SHANKARAMAN, Venky; TAN, Gan Hup. (2017.0). *Redesigning Pedagogy International Conference 2017, May 31 - June 2, Singapore.* (Presented)

SMU-SIS at TAC 2010 - KBP Track Entity Linking, by GOTTIPATI, Swapna; JIANG, Jing. (2010.0). *Text Analysis Conference 3rd TAC 2010, November 15-16, Gaithersburg, MD.* (Presented)

UDEL/SMU at TREC 2009 Entity Track, by ZHENG, Wei; GOTTIPATI Swapna; JIANG, Jing; FANG, Hui. (2009.0). *Text REtrieval Conference 18th TREC 2009, November 17-20, Gaithersburg, MD.* (Presented)

### **Theses and Dissertations**

*Opinion mining of sociopolitical comments from social media* (Doctoral dissertation), by GOTTIPATI, Swapna. (2014). Singapore: Singapore Management University. [http://ink.library.smu.edu.sg/etd\\_coll/102](http://ink.library.smu.edu.sg/etd_coll/102) (Published)

### **Other Outputs and Contributions**

#### Reports

*Perception and reality: Measuring digital skills in Singapore* by GOTTIPATI, Swapna. (2017). (Published)

#### Posters

Student feedback analytics tool, by GOTTIPATI, Swapna; SHANKARAMAN, Venky. (20 Nov 2019). *National Technology Enhanced Learning Conference (NTEL), Singapore Management University, 2019 November 20-21,* (Presented)

### **Research Grants**

#### Singapore Management University

PresentationPro: Improving Public Speaking Skills through AI-Driven Virtual Reality Interactions, Tertiary Education Research Fund (TRF), Ministry of Education (MOE), PI (Project Level): Kyong Jin SHIM, Co-PI (Project Level): Swapna GOTTIPATI, Rajesh Krishna BALAN, DAI Bing Tian, 2024, S\$144,302.2

Perception Versus Reality: Measuring Digital Skills in Singapore, ICDL Asia Pte Ltd , PI (Project Level): Swapna GOTTIPATI, 2017, S\$6,426.42

Learning Analytics on Qualitative Student Feedback to Improve Teaching and Learning in Higher Education, Tertiary Education Research Fund (TRF), Ministry of Education (MOE) , PI (Project Level): Swapna GOTTIPATI , Co-PI (Project Level): Venky SHANKARARAMAN, 2016, S\$142,072

LiveClass: Live Class Discussion Management and Analysis Tool, SMU Internal Grant, Ministry of Education (MOE) Tier 1 , PI (Project Level): Venky SHANKARARAMAN , Co-PI (Project Level): Swapna GOTTIPATI, Seshan RAMASWAMI, 2017, S\$80,484

### Other Institutions

PresentationPro: Improving Public Speaking Skills through AI-Driven Virtual Reality Interactions, MOE TRF, MOE Tertiary Education Research Fund , PI (Programme Level): Kyong Jin SHIM, PI (Project Level): Kyong Jin SHIM, Co-PI (Project Level): Swapna GOTTIPATI, Rajesh Krishna BALAN, DAI Bing Tian, 2024, SGD144,302.2

Q&A Monkey: Platform for Personalized Learning and Improved Teaching Process, Technology-enhanced Learning Grant, CTE Co-PI (Project Level): Swapna GOTTIPATI, 2021, SGD31,413

Q&A Monkey: Platform for Personalized Learning and Improved Teaching Process, Technology-enabled Learning Grant, Singapore Management University Centre for Teaching Excellence (CTE) PI (Project Level): Kyong Jin SHIM, Co-PI (Project Level): Swapna GOTTIPATI, 2021

## TEACHING

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### Courses Taught

#### Singapore Management University

Undergraduate Programmes :

- Business Process Analysis & Solutioning
- IS Project Experience (Research)
- Text Mining and Language Processing

Postgraduate Professional Programmes :

- Capstone Project - Data Science and Engineering Project
- Text Analytics and Applications

Postgraduate Research Programmes :

- Dissertation
- Empirical Research Project I
- Empirical Research Project II
- Empirical Research Project III

**Executive Development :**

ICT: Big Data, Cloud and Security

, Executive Development, Global Science & Technology Forum (GSTF), 07 Jan 2015-07 Jan 2015

Business Analytics: Making Sense of Big Data for Accounting Professionals, Executive Development, 01 Jan 2015-Present

Business Analytics: Making Sense of Big Data for Accounting Professionals

, Executive Development, 08 Jan 2014-08 Jan 2014

Predictive and Decision Analytics for proactive business processes in Emergency Room and Outpatient Clinic Services

, Executive Development, 07 Jan 2014-07 Jan 2014

**Teaching Publications**Cases

*Moss & Associates: Accounting for qualitative financial fraud using data mining*, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2019). SMU-19-0023. <https://cmp.smu.edu.sg/case/4276> (Published)

*YOB Bank: Application of text analytics in a retail bank*, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna. (2016). SMU-16-0007. <https://www.thecasecentre.org/educators/products/view?id=137277> (Published)

Teaching Notes

*Moss & Associates: Accounting for qualitative financial fraud using data mining*, by GOTTIPATI, Swapna; SHANKARARAMAN, Venky. (2019). SMU-19-0023. <https://cmp.smu.edu.sg/case/4276> (Published)

*YOB Bank: Application of text analytics in a retail bank*, by SHANKARARAMAN, Venky; GOTTIPATI, Swapna. (2016). SMU-16-0007TN. <https://www.thecasecentre.org/educators/products/view?id=137278> (Published)

**Presentation and Talks**Presentations

Analyzing Persuasion and Inspiration in TED Talks Using Text Mining, (17 Nov 2019). *Communication, Data, and Design: A Crossroad Colloquium*,

Media portrayals of persons with mental health condition, (03 Oct 2019). *9th International Conference-Together Against Stigma*,

Invited Seminars, Talks and Lectures

Understanding Learning Process in Classroom Interactions - Machine Learning for Discussion Forum Insights, 08 Jun 2021. APSCE Webinar Series XIV, Online

**EXTERNAL SERVICE – PROFESSIONAL**

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Editor Associate Editor, AIS, ICIS, 2019 - Present

Poster Chair, ICCE, APSCE, 2019

Poster Chair, International Conference on Computers in Education ICCE 2019, APSEC, 2019 - Present

Editor Associate Editor, INTERNATIONAL CONFERENCE ON INFORMATION SYSTEMS, 2018 - Present

Committee Member, Intelligent Information Technologies ICIIT, 2018

Committee Member, Joint Conference on Digital Libraries, 2018, 2019, 2018 - Present

Committee Member, Digital Disease Detection using Social Media 2017, National Taiwan Normal University and ACLCLP, 2017 - Present

Examiner Certification Exams, Singapore Polytechnic, Diploma in Business Information Technology, 2016 - Present

Executive Committee Member, SAS Usergroup, 2015 - 2016