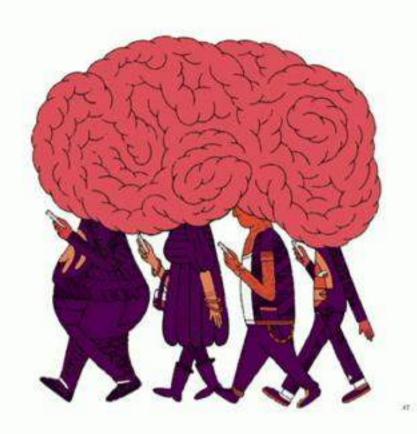
Systems for Improving Online Discussion

Amy X. Zhang, MIT CSAIL





Technology has improved how we do many things **collectively**.



The Internet



Google



Wikipedia



open source



citizen science



exix peer learning



crowdsourcing



collaborative documents



user-generated media

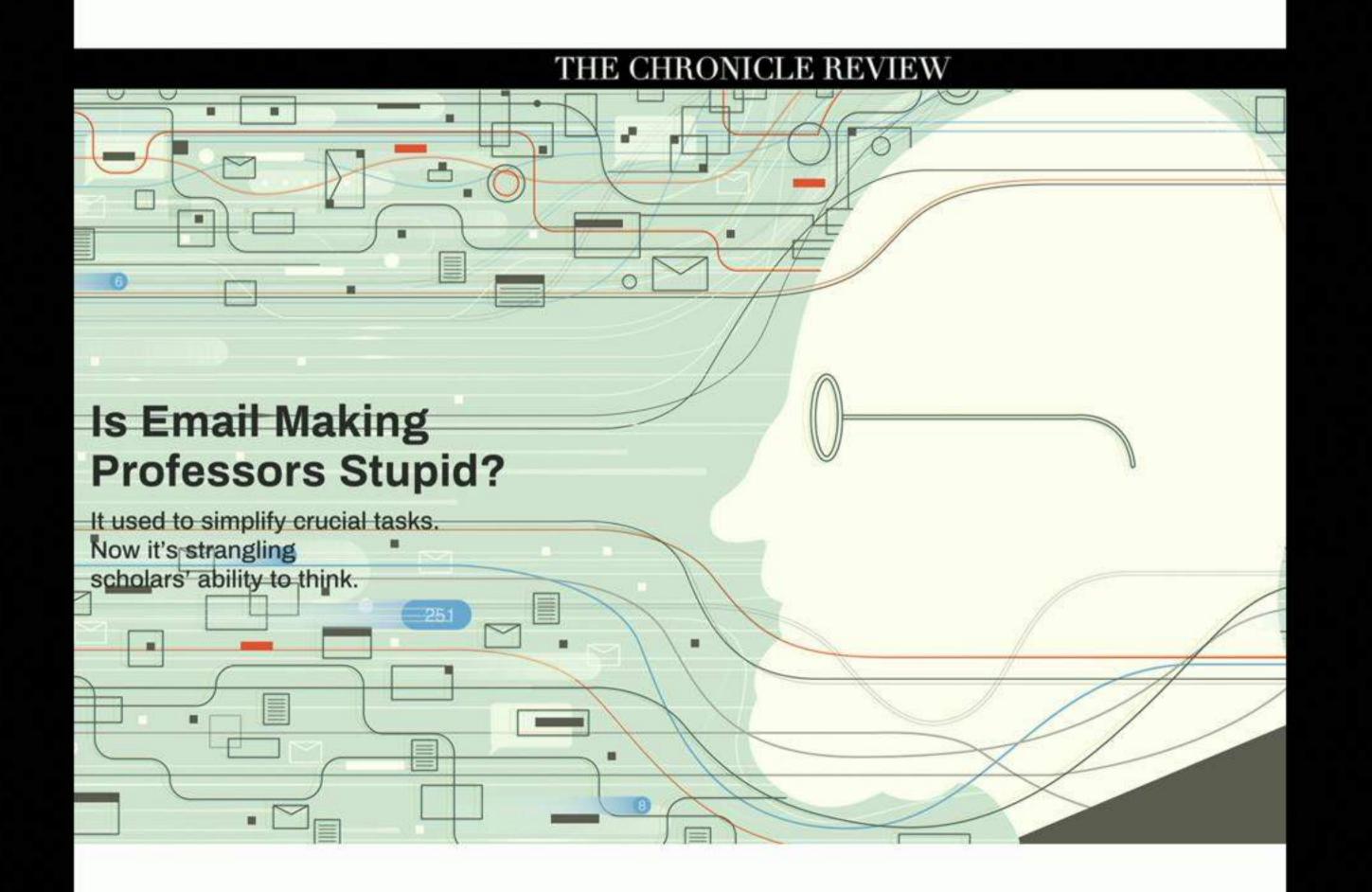


breaking news

With new tools, we are building on each other's knowledge and work to do amazing things!

Yet why does it seem like online discussion has progressively worsened?





Business

Drowning in a sea of messaging apps



Slack's logo.

By MICHELLE QUINN |

PUBLISHED: November 3, 2016 at 11:50 am | UPDATED: November 4, 2016 at 4:38 am

We've got too many ways to talk digitally. WhatsApp, HipChat, Slack, Facebook Messenger and more.

Just when I thought I had more than enough methods for pinging and texting, Microsoft upended the communication basket. This week, the software giant announced Microsoft Teams, a workplace tool for multiple people to chat and collaborate online.



Stewart Butterfield, co-founder and chief executive office of Slack. Ian Allen for TIME

TECH

How E-Mail Killer Slack Will Change the Future of Work

Samuel P. Jacobs / San Francisco Oct 29, 2015







eople ask two questions about Slack, the interoffice chat software used by some of the world's most closely watched companies. The first is whether the 21-month-old startup is actually worth its \$2.8 billion valuation. The second is whether Slack is changing how much of the world works.

The first question is easier to answer. Even in an economy that has minted at

Government

Digital enterprise

Cloud apps & processes

Technology disruptions

Partner Zone

Slack won't change the enterprise unless we address Slack overload the Pingpad view



By Jon Reed April 27, 2018

SUMMARY: Slack adoption can energize a team, but then Slack overload sets in.

Pingpad CEO Ross Mayfield spoke with me about the issues that cause
Slack overload, and how knowledge capture and project tools can make a
difference.











1 Comments

I've seen the stickiness – and perils – of Slack firsthand. Yes, the mobile immediacy of group messaging can advance projects.

But when Slack adoption picks up, and a barrage





Stewart Butterfield, co-founder and chief executive office of Slack. Ian Allen for TIME

TECH

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THE VICE GUIDE TO MAKING 2016 BETTER THAN 2015 | By Sam Wolfson | Jan 8 2016, 1:15pm

How to Make Online Discourse Less of a Trash Fire in 2016

Don't blame everything on the trolls—it's everyone's fault that the internet is such a mess.



PostEverything

Comments are making the internet worse. So we got rid of them.

I used to rely on Above the Law commenters for tips. Now they just spew bile.





Comment sections are poison: handle with care or remove them

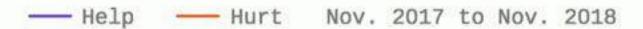
Comments are often regarded as a right but they can do more harm than good. In the absence of strict moderation, we'd be much better off without them

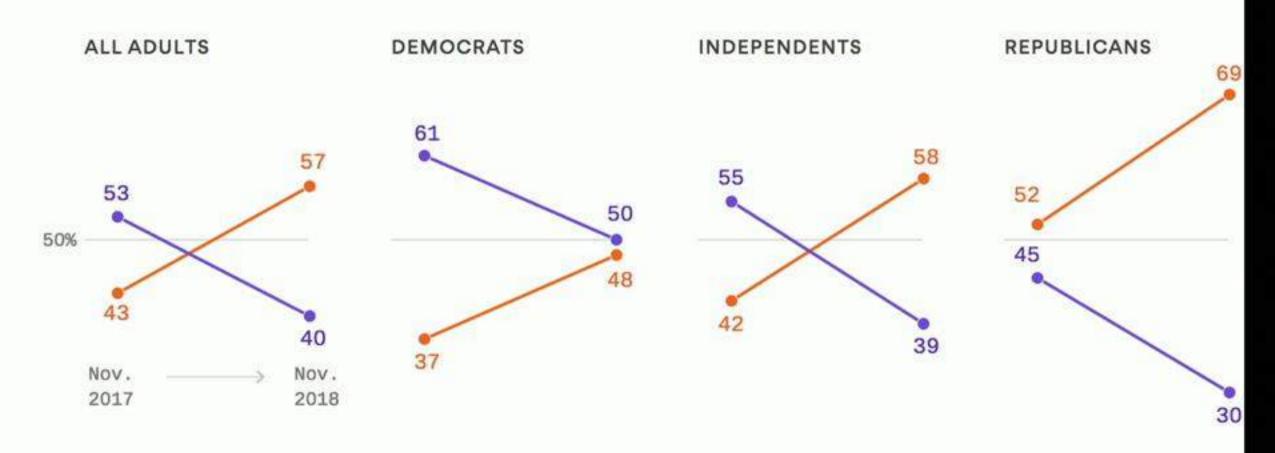




Exclusive poll: America sours on social media giants

Does social media do more to help or hurt democracy and free speech?





Data: SurveyMonkey poll conducted Nov. 9 to 13 among 3,622 U.S. adults with a modeled error estimate of ±2.5 percent; Sumethodology. Chart: Lazaro Gamio/Axios

What problems do online discussion systems have?

Scale of of conversation

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The risks (Septomen, 2 Mission, and Missions) on their Talk page in type or the IP whose any questions about their edits.

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German train 'axe attack': Many reported hurt Well, the new feed the lest two stort on 41.55 those the tion station display in Mr. submitted 11 hours ago by 6559 format an Advisorre wished: At least the added the article since 16 March 2016. 2819 comments share afters contributions will be wiped out V I have always seld everything that Personals, I want arropating a literal top 200 comments show 500. acres with you should a style and there Sebate such information is oursetty www.commongereverseed sorted by: best + my view, and I imagine it would interes Visadars - 60 5 St. 147 Pulso 16 Rt. 26 A [-] FantomasDK 1252 points 10 hours ago On the whole I now agree with Savandry "Der Bayrische Innenminister Joachim Herrmann (CSU) bestätigte im "BR", dass es sich bei dem Täter um "Andelte, der als unbegleiteter Flüchtling nach Deutschland gekommen war. Seit zw Discust Sandrilly and privation There's the others. Productor exponent nether than to probably do 5, but if y a many months is Wochen soll er in einer Pflegefamilie untergebracht gewesen sein. Zuvor soll er in einem Kolping-Heim gele Silvivited and Victoriassine and Si The perpetrator is a 17 year old Afghan refugee. He had been living with a foster family for two weeks. the bled to make the appropriate to http://www.focus.de/panorama/welt/bluttat-in-zug-bei-wuerzburg-mann-attackiert-21-menschen-mit-axt_id_5741372.html permalink embed Fire outlined arrive of the lesses at 5 If we would be allowed to real thereis a fair amount of work to be di-For instance Greene and Tucket [-] ttst6009 590 points 10 hours ago much easier to blan for aumannes. Victoria (N) 30-29, 28 August 20 "The perpetrator attacked the passengers with an ax and a knife. A spokesman for the Bavarian interior he shouted 'Allahu Akbar' (God is great)." Agree about removing these Prior both of your warfar objet helyels. They are a collection is permalink embed parent essents about the white an Minispells for GOOE after my actio were made Fourtenant of Part Del those tives acto [-] BabyNapoleons 883 points 7 hours ago was going to notice and request that I revenuet. Funds I have That's Arabic for "My motives are a mystery" "The right converged the sulprising to me; the certainly not an expect in the gay colle but it's out many about her themes? He permalink embed parent utited the same conconstant about a senionce in the lead Yes, silve pretaced to companion today). What competed [-] railwhiskey 25 points an hour ago for you shar? Are already y is - that you start working on the article because you persuit as from your profile that you are now Huh. I always thought it was Arabic for "WOOOORLDSTAAAAR!" crediting yourself to 8 t getter has passed away, and toan? help full question you permalink embed parent [-] CatrichChilly 2 points an hour ago ethi edithum Pressouris, it is also That's actually pretty funny previous to a newly identical opportunities permalink embed parent ty helting your long repetitive commen * [-] richardnixonfunrun 202 points 4 hours ago sadly we may never know his true motives accounts being used is starting to rec permalink embed parent in requesting that the repetitive premar [-] dizorkmage 133 points 4 hours ago er deadline because of the publication. Allah his motives are unclear giete lack of respect for the revineer, permalink embed parent Fits complete annotated Austen colle one the future improvement of the Aust * [-] kingdowngoat 31 points 3 hours ago Anyone have motive de-tangler? ng repatitive when atmind all you has permalink embed parent g little enthussam. New you are trying i tained since. It's obvious that you don ary analysis to be re-written, which is: [-] VelveteenAmbush 93 points 2 hours ago shakes politically correct magic 8-ball a sette book a consequent IP secount and you from using your regular section "Caused by colonialism." or selection year gives any paracinal inform permalink embed parent r account then mentioning them here o na wasong you flore using your regular [-] guzzle 33 points 2 hours ago He's a freedom refugee. They had an over abundance of freedom in Afghanistan lately permalink embed parent c not making any follow-up at all with a [-] VelveteenAmbush 27 points 2 hours ago Your freedom not to get stabbed ends where his freedom to get stabby begins. neone here who can help you? Since permalink embed parent of my ellting tietory, sent it, as that you [-] cawkazn 0 points an hour ago we'd better go full globalist and "help" these countries by making "reparations" to then trade agreements and exploitation of their people for the benefit of multinational corpo

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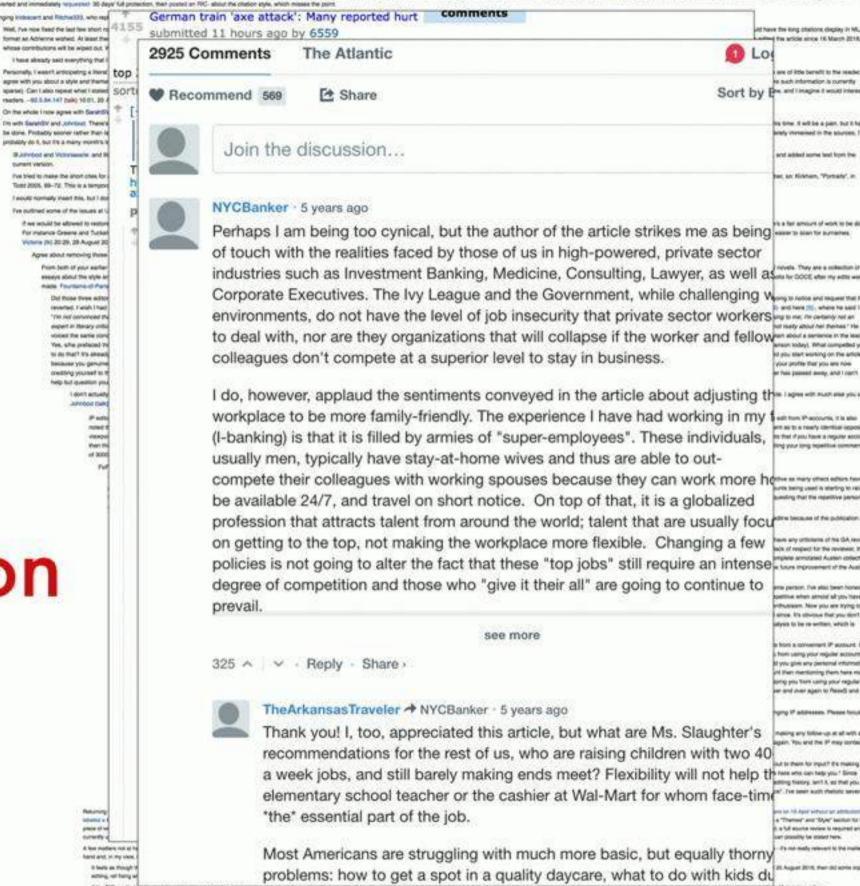
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Scale of conversation

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Annual region to rate for removal the section or the Newton Assert series, National Str. 15 (New York 1985) and 15

Scale conversation

Eric Stinnett Oh this is rich coming from his stance on the LBGT

the requirement Mr. days' full protection, than posted on TRC, about the obston state, which misses the point

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German train 'axe attack': Many reported hurt

community....

Roberto Alejandro Godinez I didn't vote for them. Many of their politics I do not agree with, but this was a very nice gesture. We need to appreciate the

good that they do as much as we oppose the things that we don't agree with.

Christopher Paul Finkbone Wow! Someone from the Trump administration

Beth Rivers So the Administration has a Muslim ban but they are going to speak out against this Cemetery incident. It's just ironic because they're

against the vandalism targeting people of a specific religion yet that's with their

Jose E. Sanabria And Muslims Americans raised more than 60,000 dollars to

Meaghan Steele Swanson I'm not for Trump/Pence, but the man not only visited the cemetery, he adjusted his schedule to stick around and help the

replace and repair the cemetery! Why Pence doesn't talk about that?

may have possibly shown some class. I'm absolutely astonished.

submitted 11 hours ago by 6559

2925 Comments

Like - Reply . 0 1,108 - 6 hrs

Like · Reply · @ 390 · 27 mins · Edited

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travel ban is doing. I don't get these people

→ 89 Replies · Just now

→ 51 Replies · 59 mins

→ 26 Replies · 28 mins

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→ 28 Replies · 1 hr

→ 32 Replies - 8 mins

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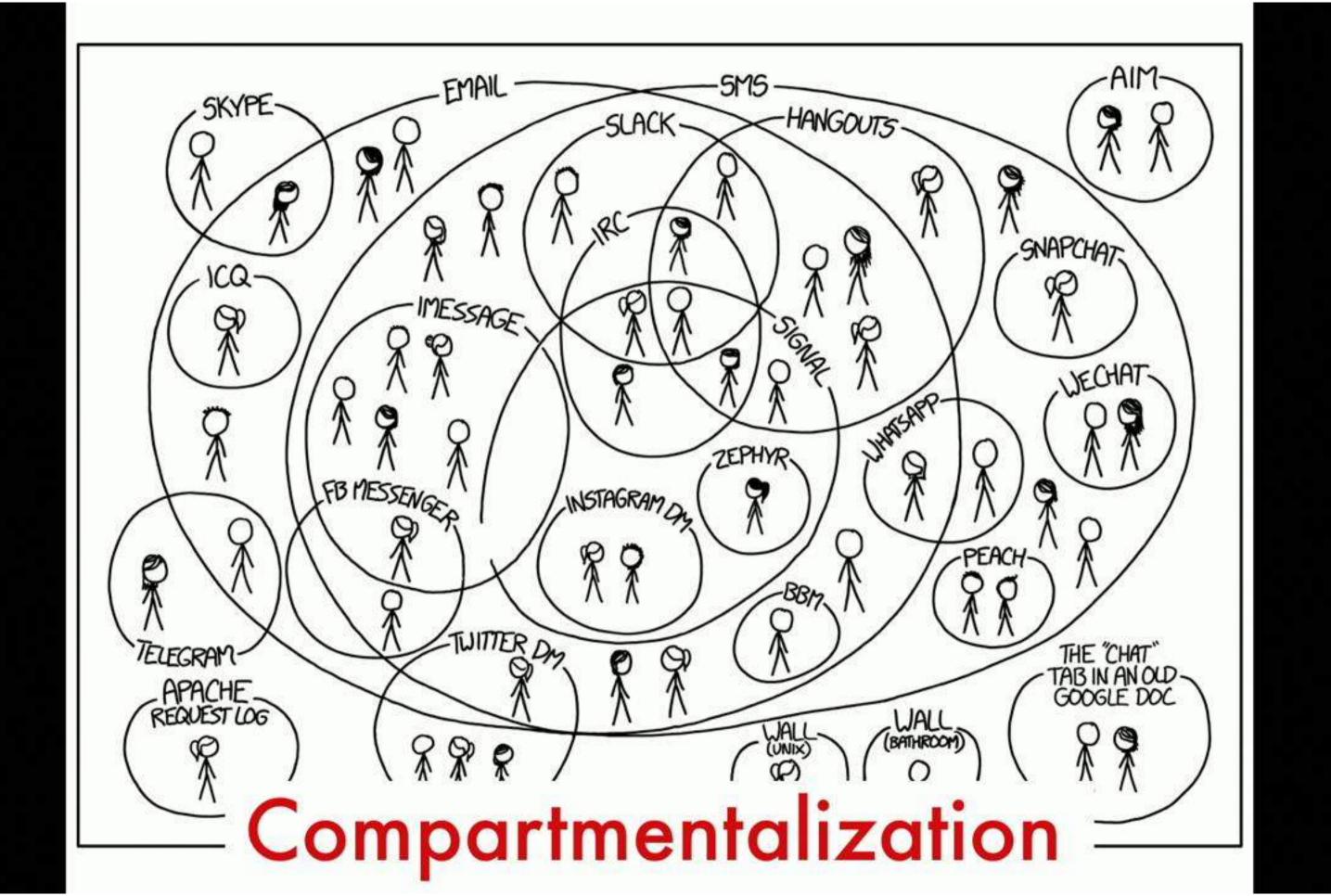
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Scale of conversation



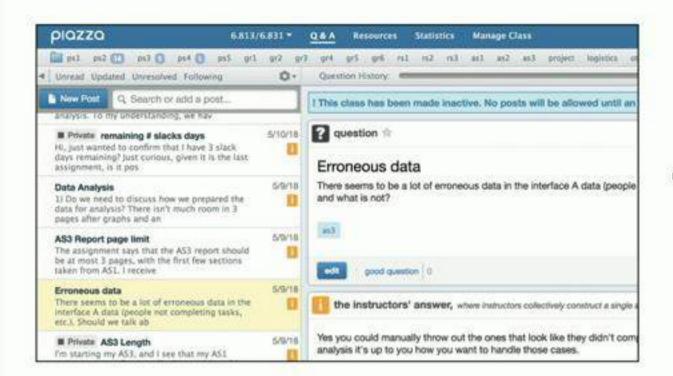
Scale of conversation







Loss of Context



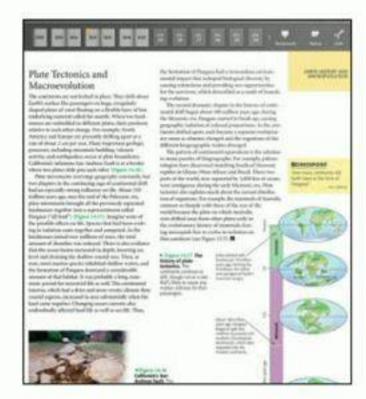


Compartmentalization

Loss of Context









Compartmentalization

Loss of Context





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tensions

bickering



tensions

bickering

polarization



bad actors

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misinformation

Why isn't online discussion getting better?



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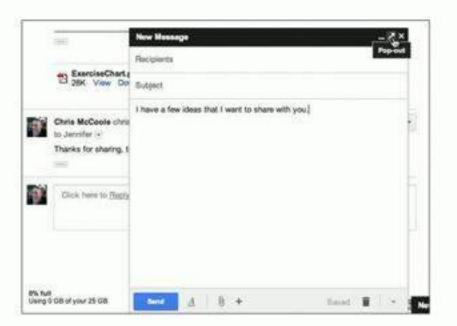


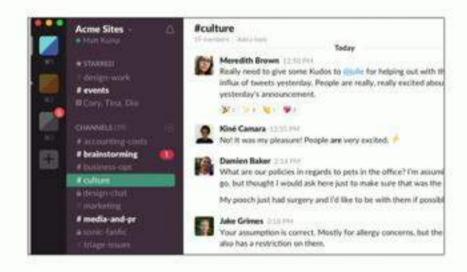


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forums



















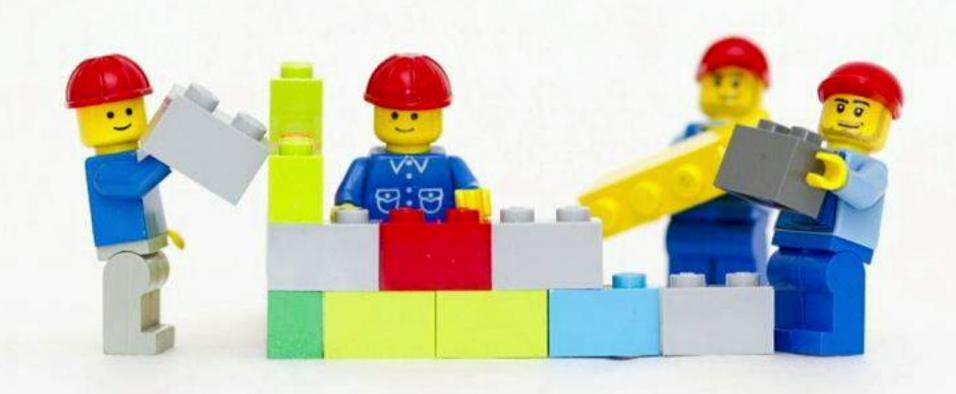








Better People + Tools Structure





We need **new tools** that **empower people** to:

structure and tailor their discussions and discussion environments

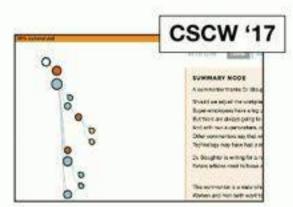
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build on each other's work.

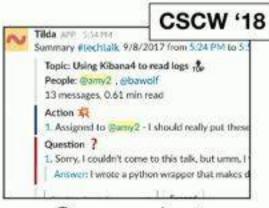


Tools that give people the power to...

Summarize large discussions



Discussion threads



Group chat

Place discussions in the right context

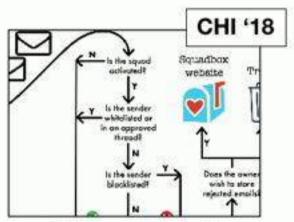


Educational materials

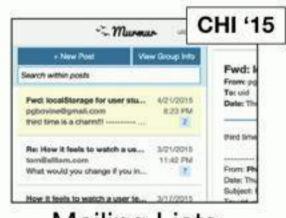


Webpages

Configure the delivery of content



Harassment

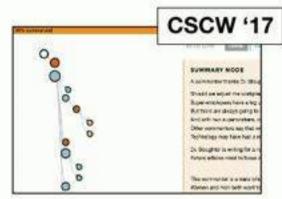


Mailing Lists

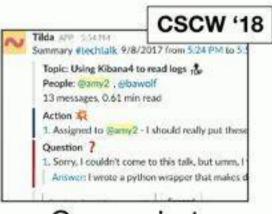
Tools that give people the power to...

Scale

Summarize large discussions



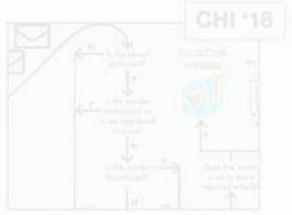
Discussion threads



Group chat







Tools that give people the power to...

Summarize large discussions



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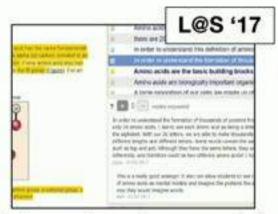
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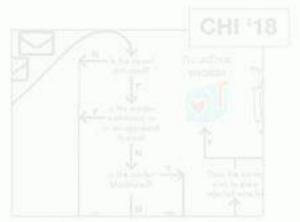
Place discussions in the right context



Educational materials



Configure the delivery of content



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Mailing Lists

Tools that give people the power to...

Summarize large discussions





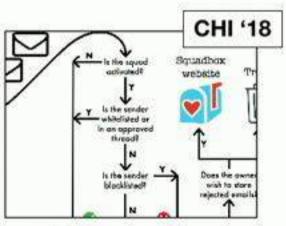
Place discussions in the right context





Competing norms

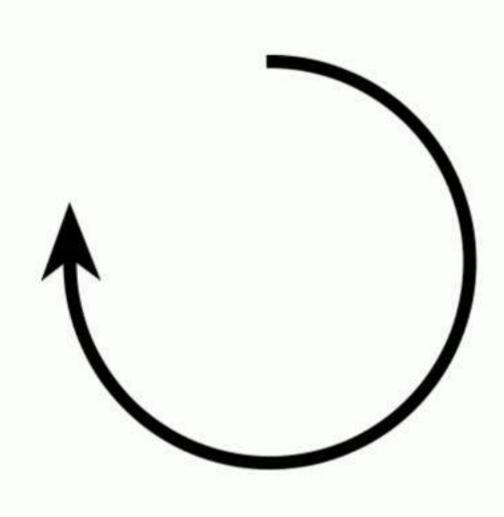
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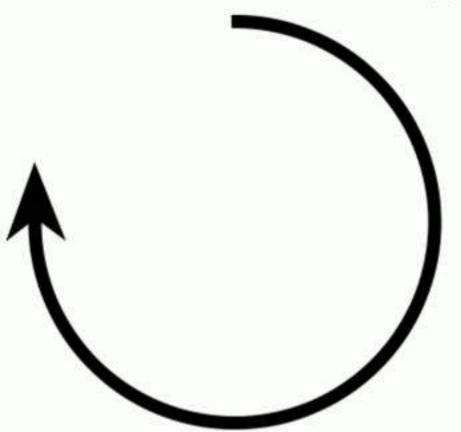
Harassment

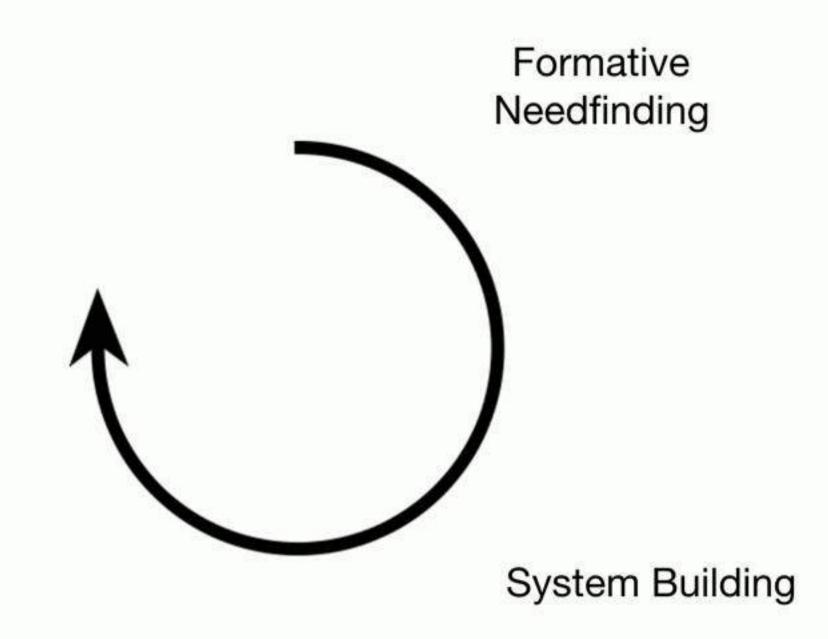


Mailing Lists



Formative Needfinding





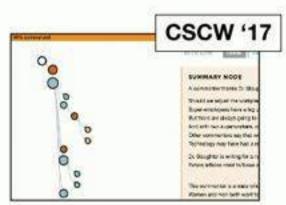
Formative Needfinding Deployment to System Building

Communities

Formative Needfinding System Building Deployment to Communities

Tools that give people the power to...

Summarize large discussions



Discussion threads

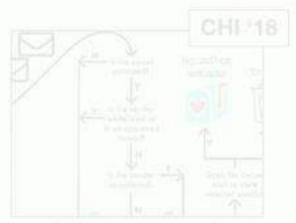


Place discussions in the right context





Configure the delivery of content

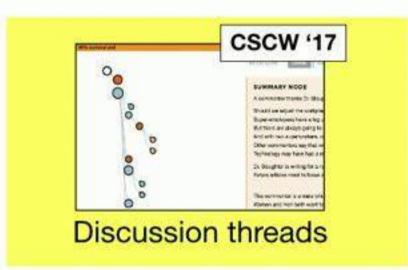


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Tools that give people the power to...

Summarize large discussions





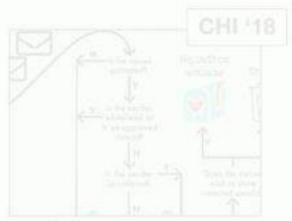
Place discussions in the right context



Educational materials



Configure the delivery of content



Harassment

Mailing Lists



unwieldy sprawling

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On the whole I now agree with SarahSV that a reversion, with chanking what has happened since, it be done. Probably sooner reflect than later as we can start work on the sections that need to be write probably do K, but it's a many month's long job; Victoria (b): 16.41, 36 August 2016 (UTC)

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From both of your senter comments i am not sure you found the text additional referent sessays about the style and therees covered in those novers. Given your estractions on made. Foundams of Paris dark) 14.50, 35 August 2015 (UTC)

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FORUM

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From both of your awriter comments I am not sure you hound the has additional referent sessing about the style and frames operaed in those novels. Given your retractions on made. Foundams of Paris (table) 14:58, 35 August 2016 (UTC):

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FORUM

sprawling
original voices
different
perspectives

Walsall



Deeney was invited for a four day summer trial at Aston Villa at the age of 15 but only turned up for the final day as he 'wanted to go to the park where all the girls were" rather than play football, and was consequently sent away. Having joined Chelmsley Town, he was scouted by Walsall head of youth Mick Halsall, who only attended the game Deeney was playing in because his son was also playing and due to the game he was scheduled to attend being postponed. Deeney was playing while drunk, but scored seven goals in an 11-4 win. He was offered a trial by the then League Two club, but only attended after his Chelmsley manager got him out of bed and paid for his taxi.[4] After signing for Walsall on 18 December 2006, Deeney was instantly sent out to Halesowen Town on loan for the rest of the 2006-07 season.[8]

We had a very good article in place here, much of it entires by Wadnests and sincer resety for FA. Y new User StimMirginUA. I suggest we receive the revision before 16 Missin., when Pountains had changed the

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sprawling
original voices
different
perspectives

Walsall



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WIKI

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Walsall

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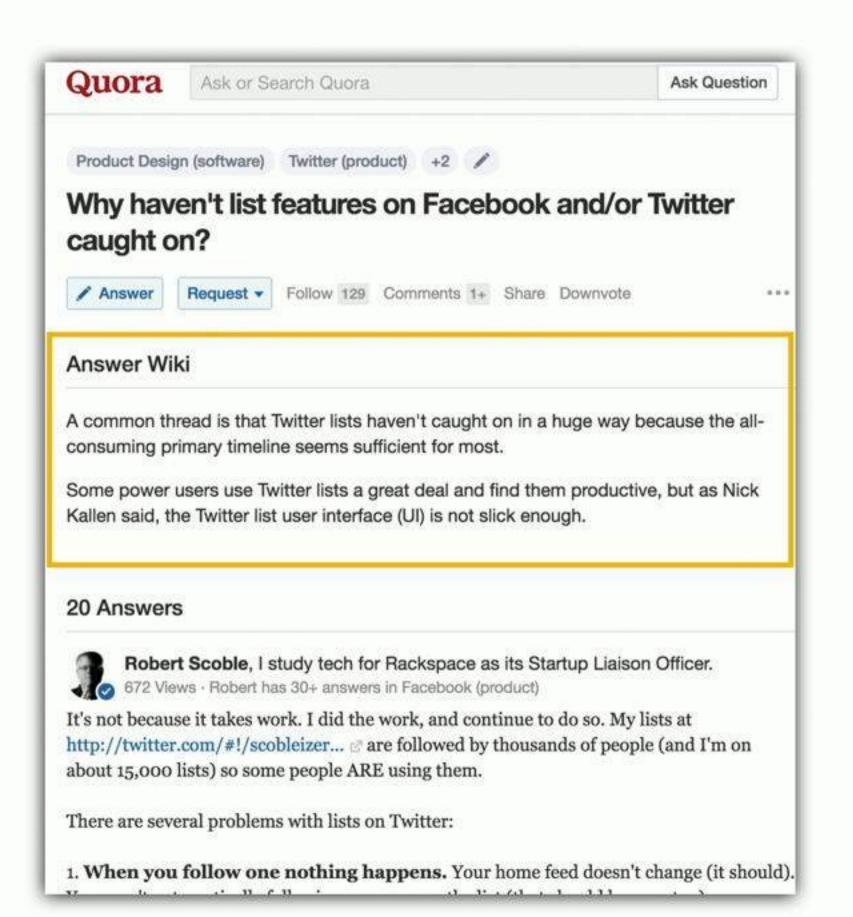
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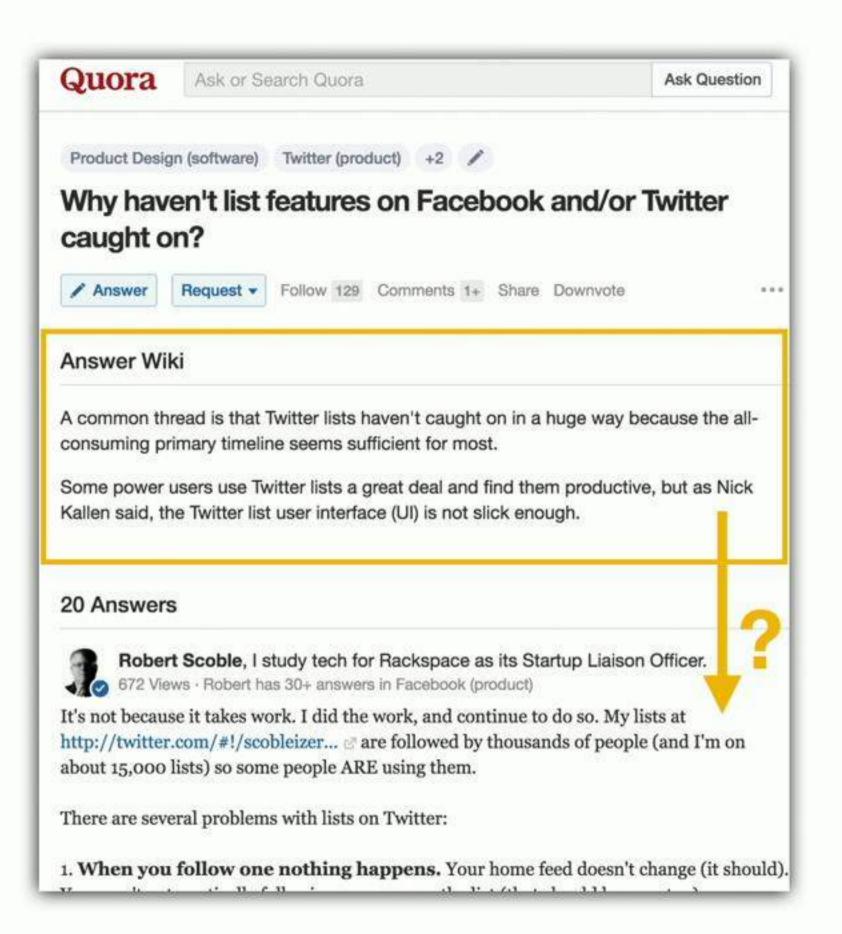
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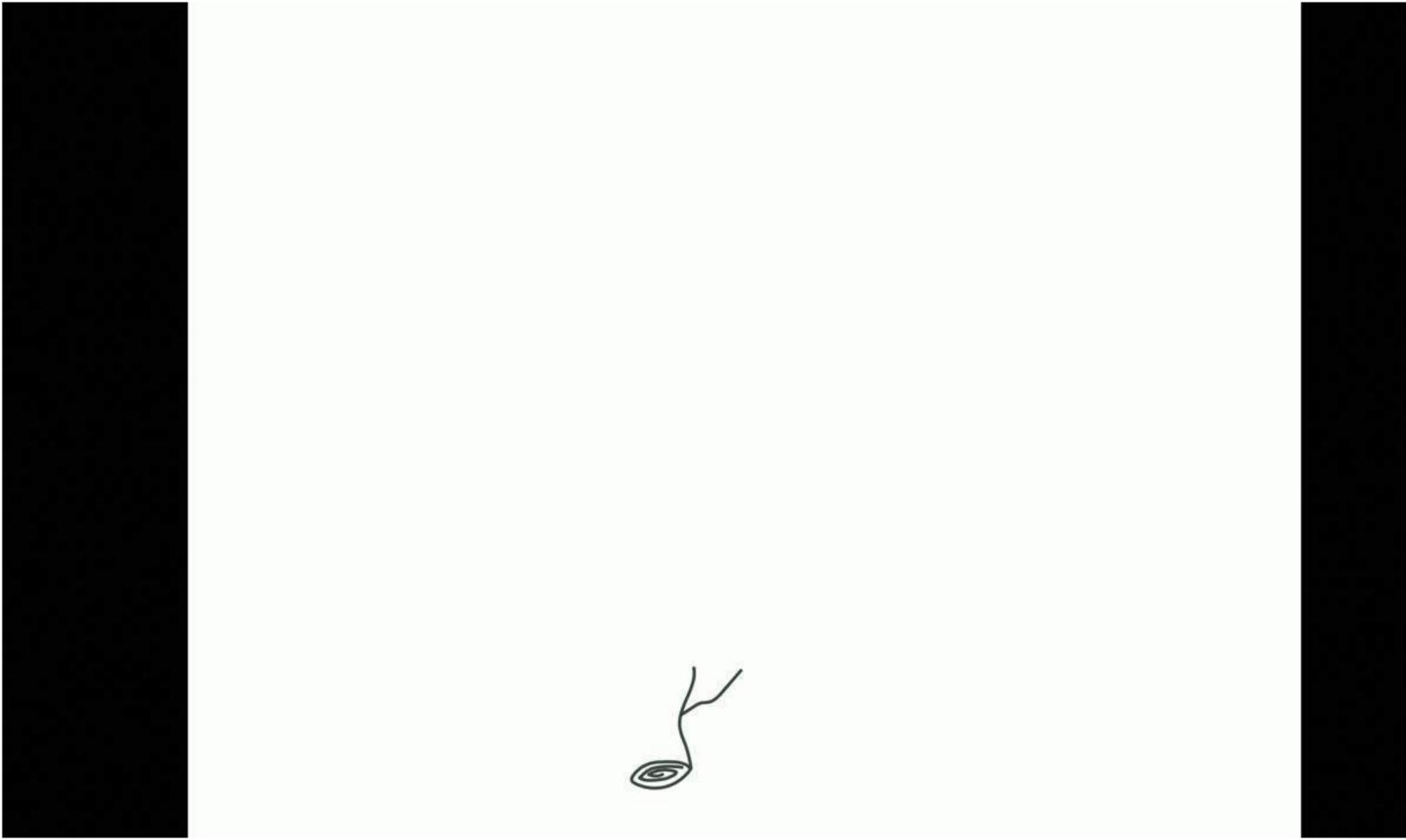
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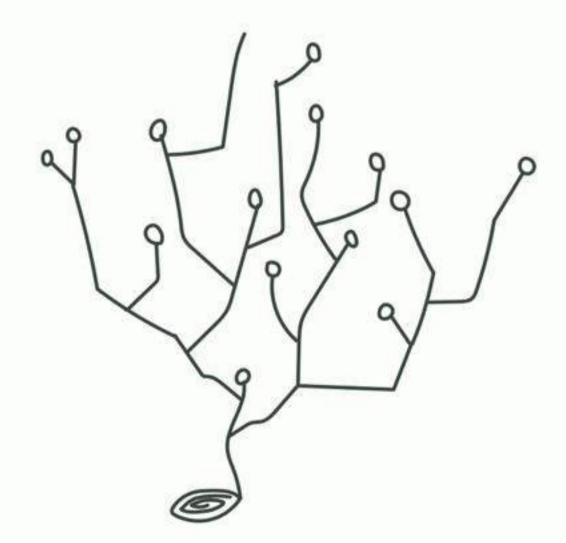


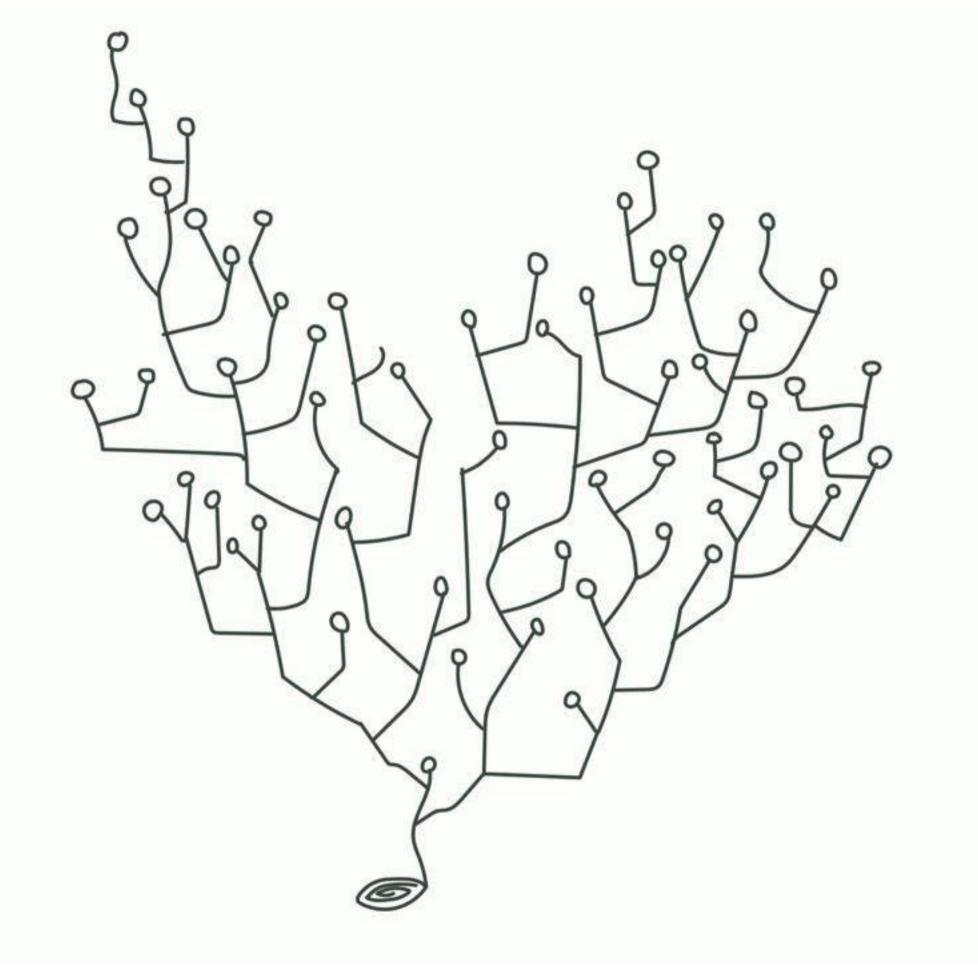


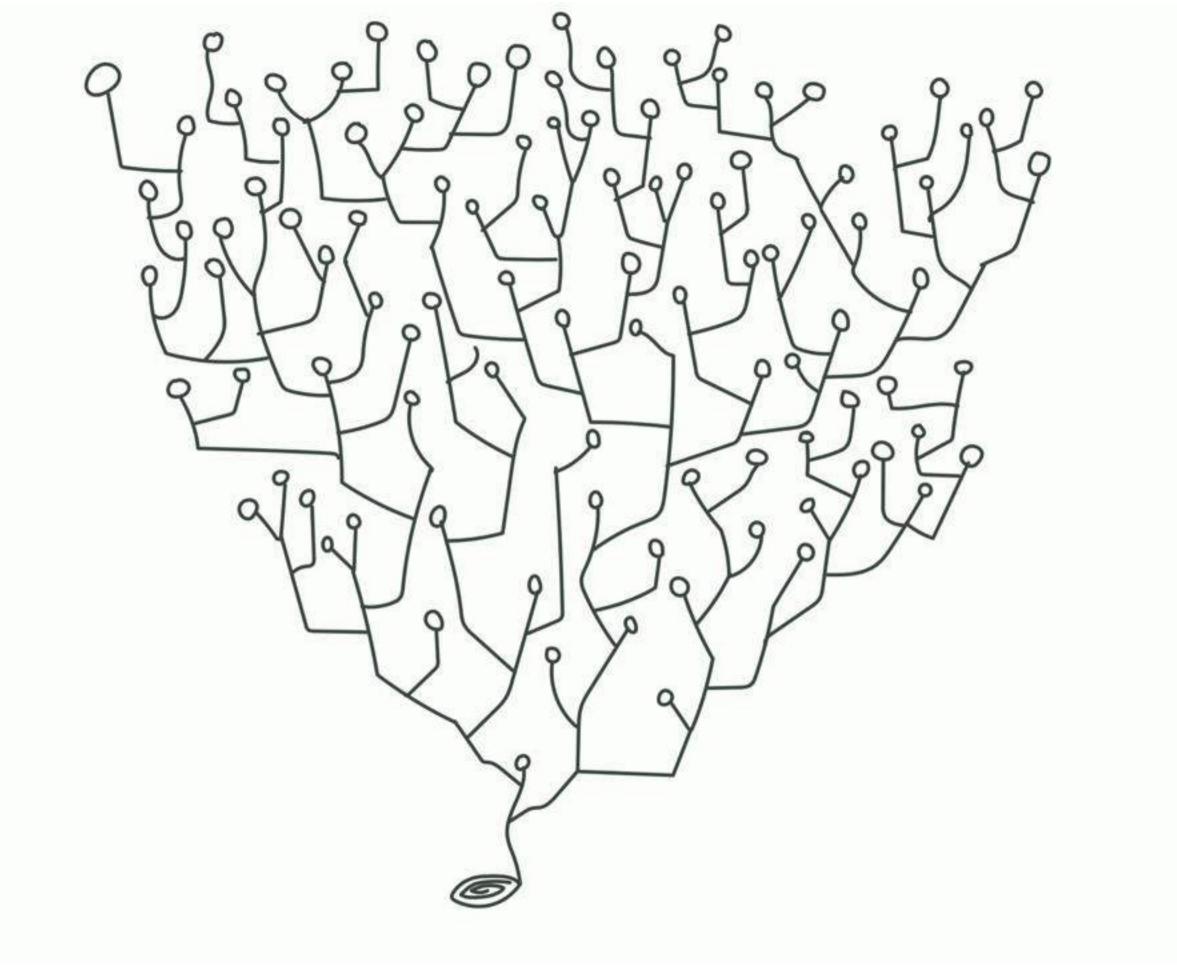


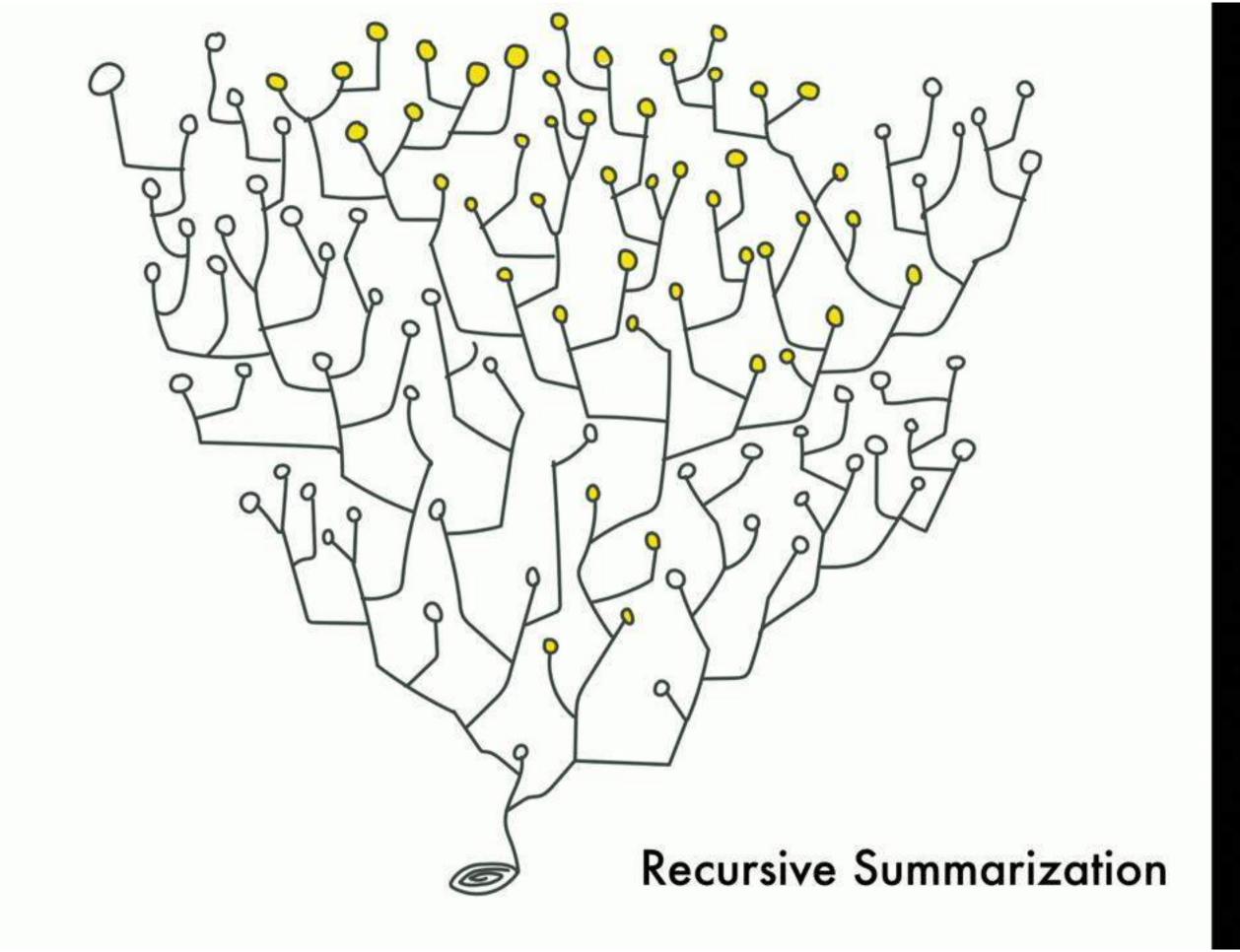


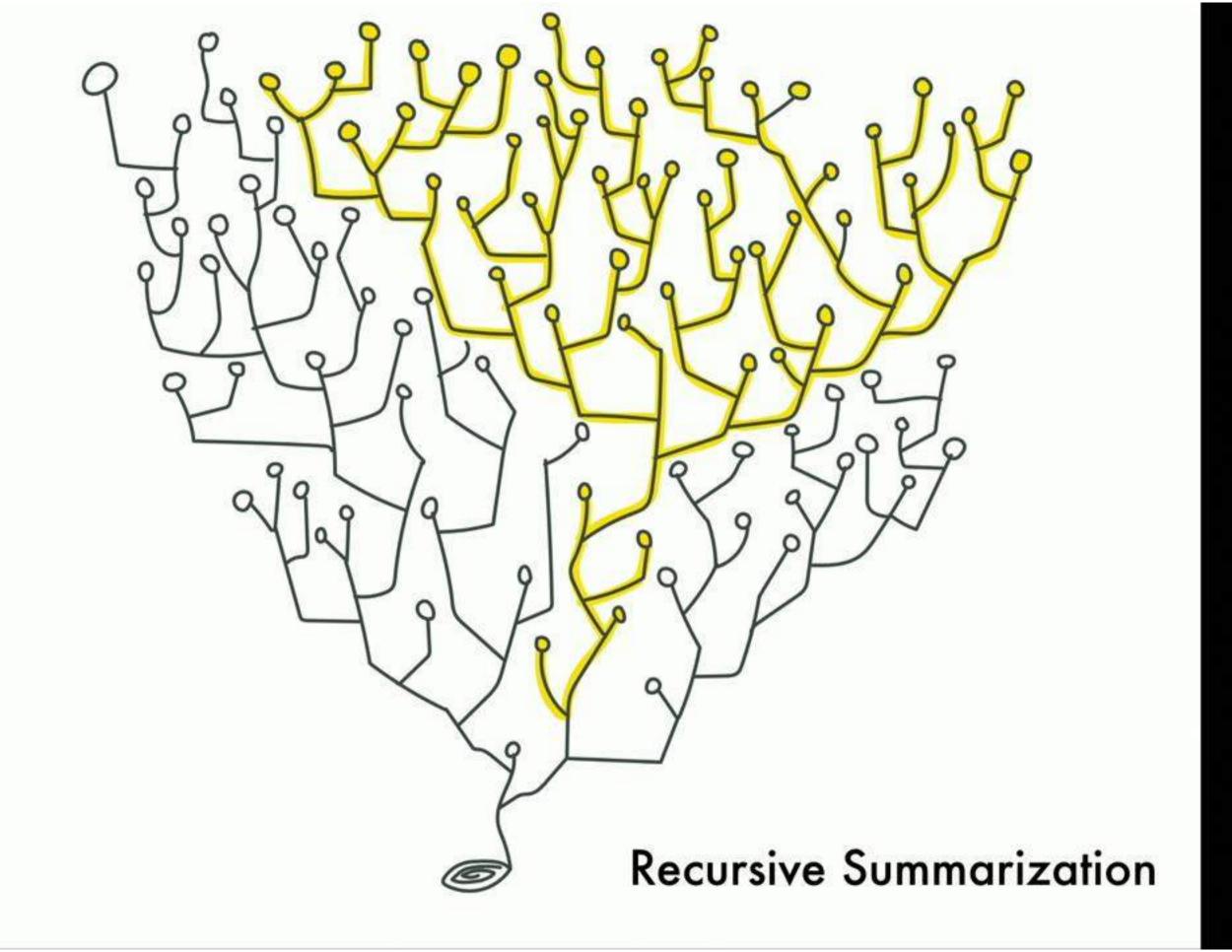


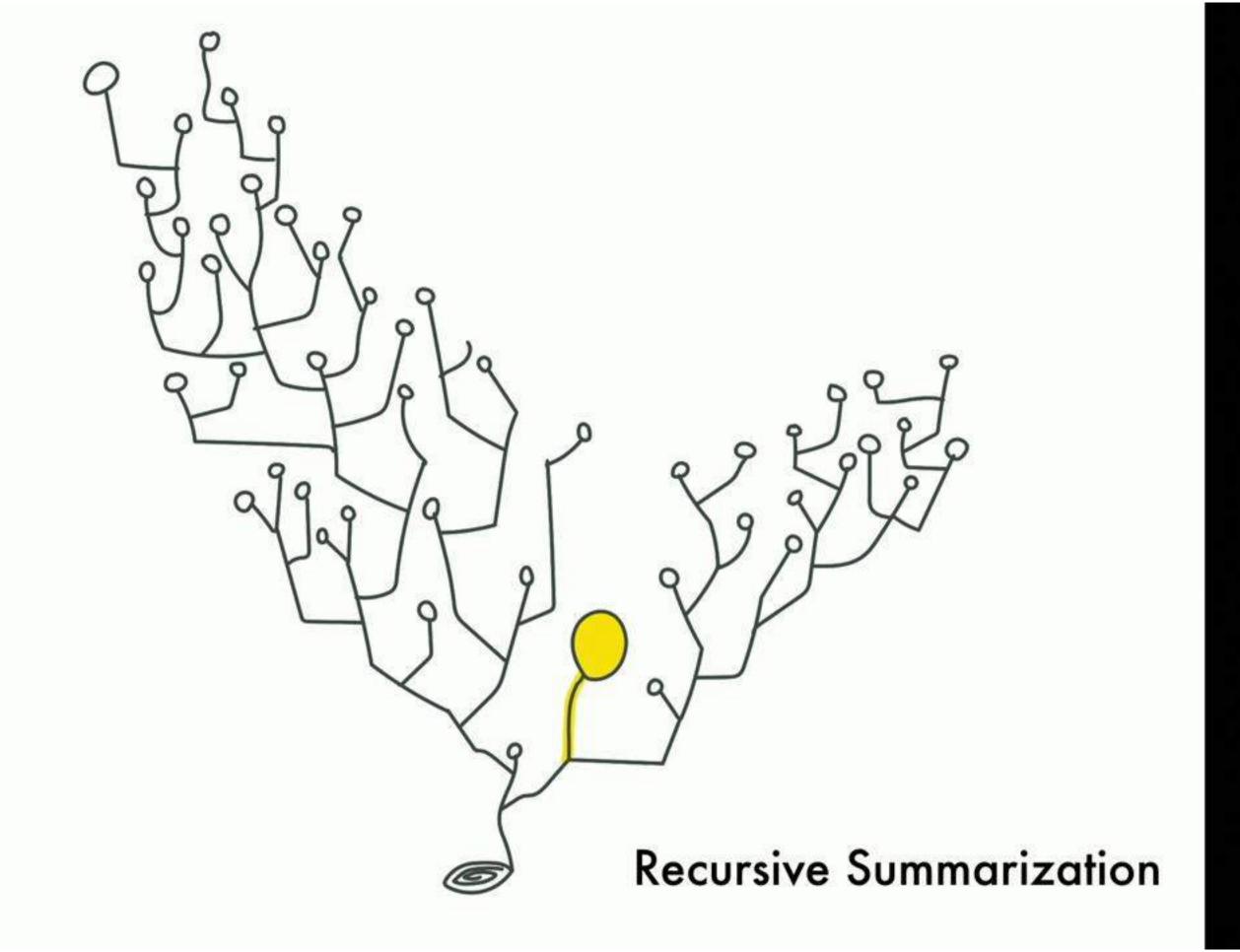


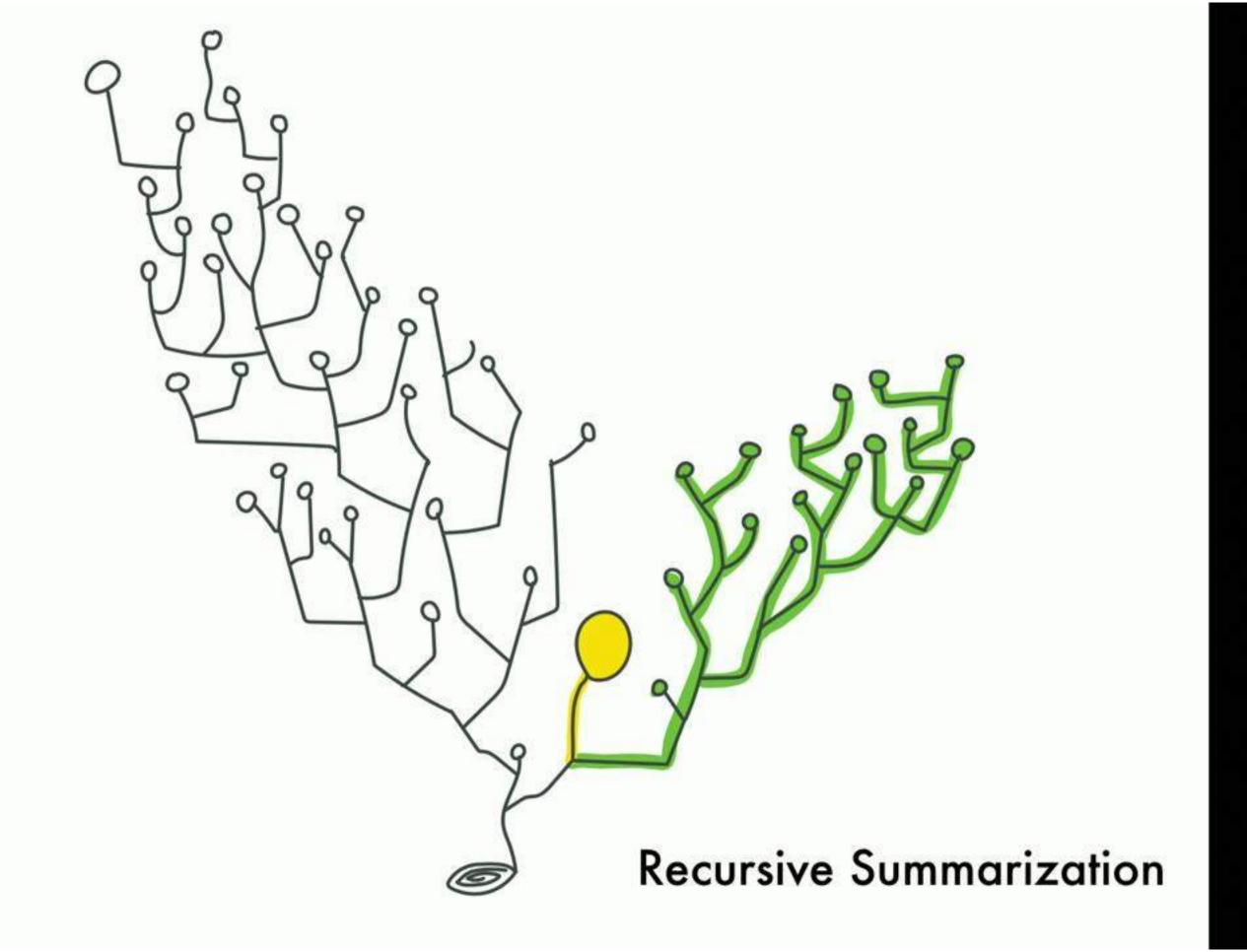


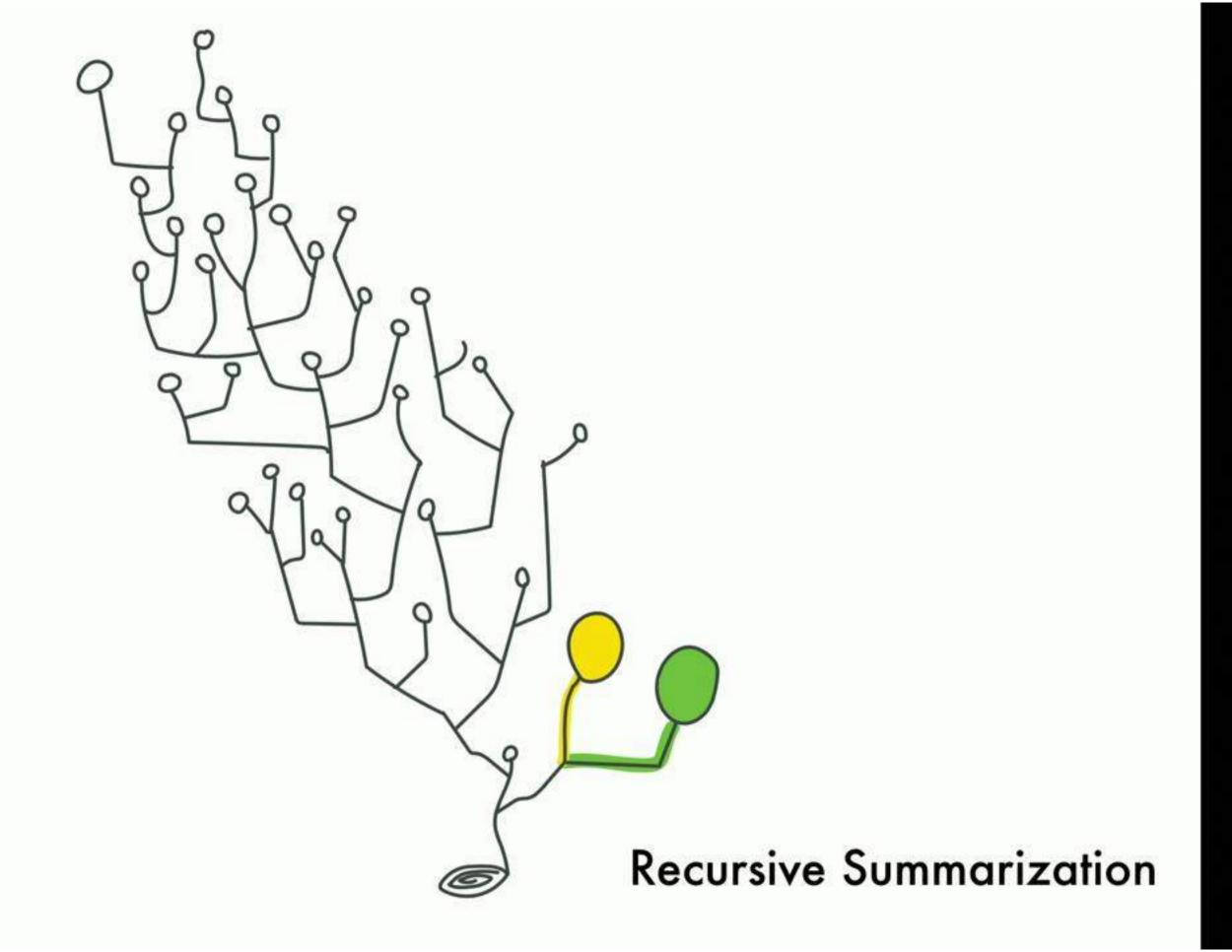


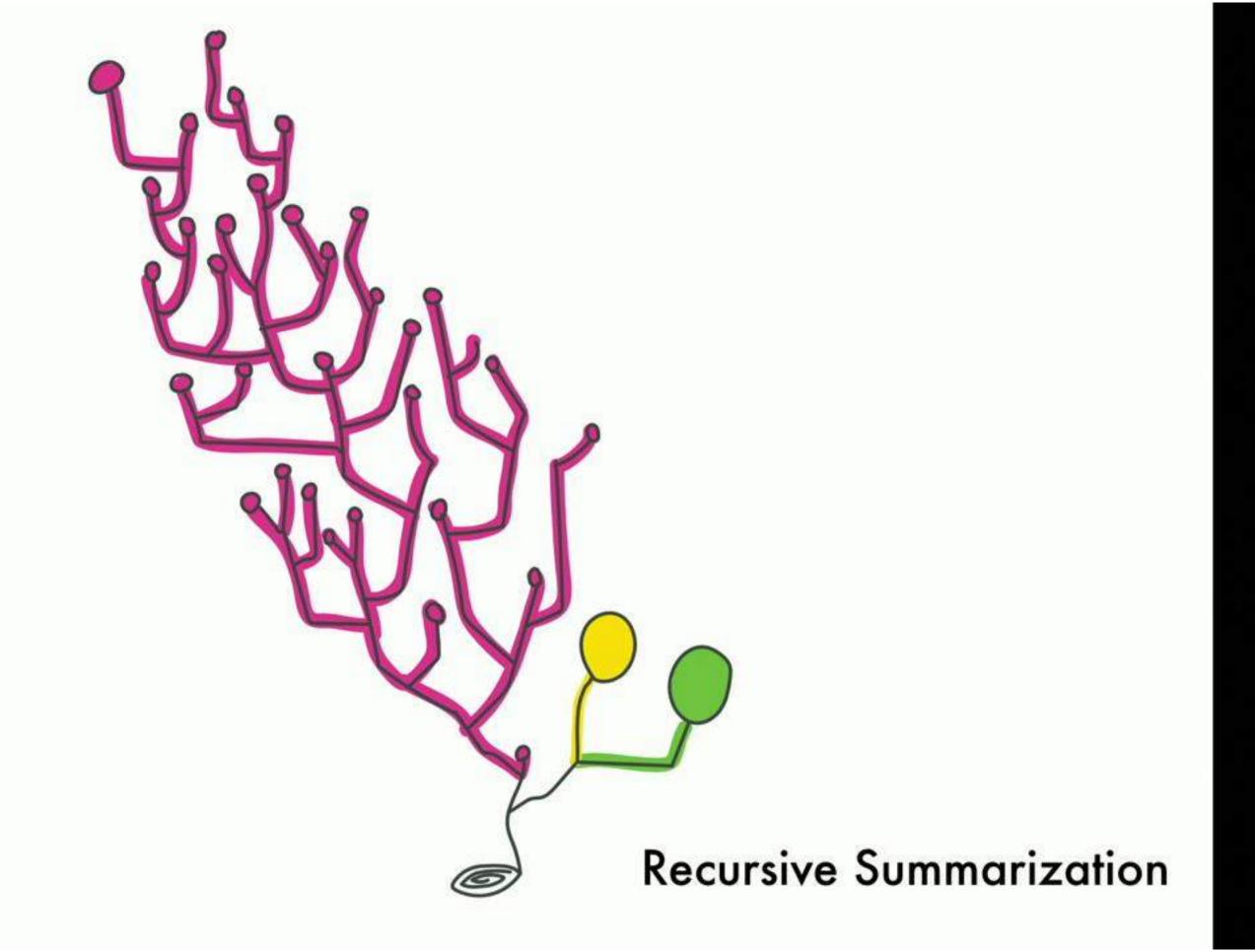




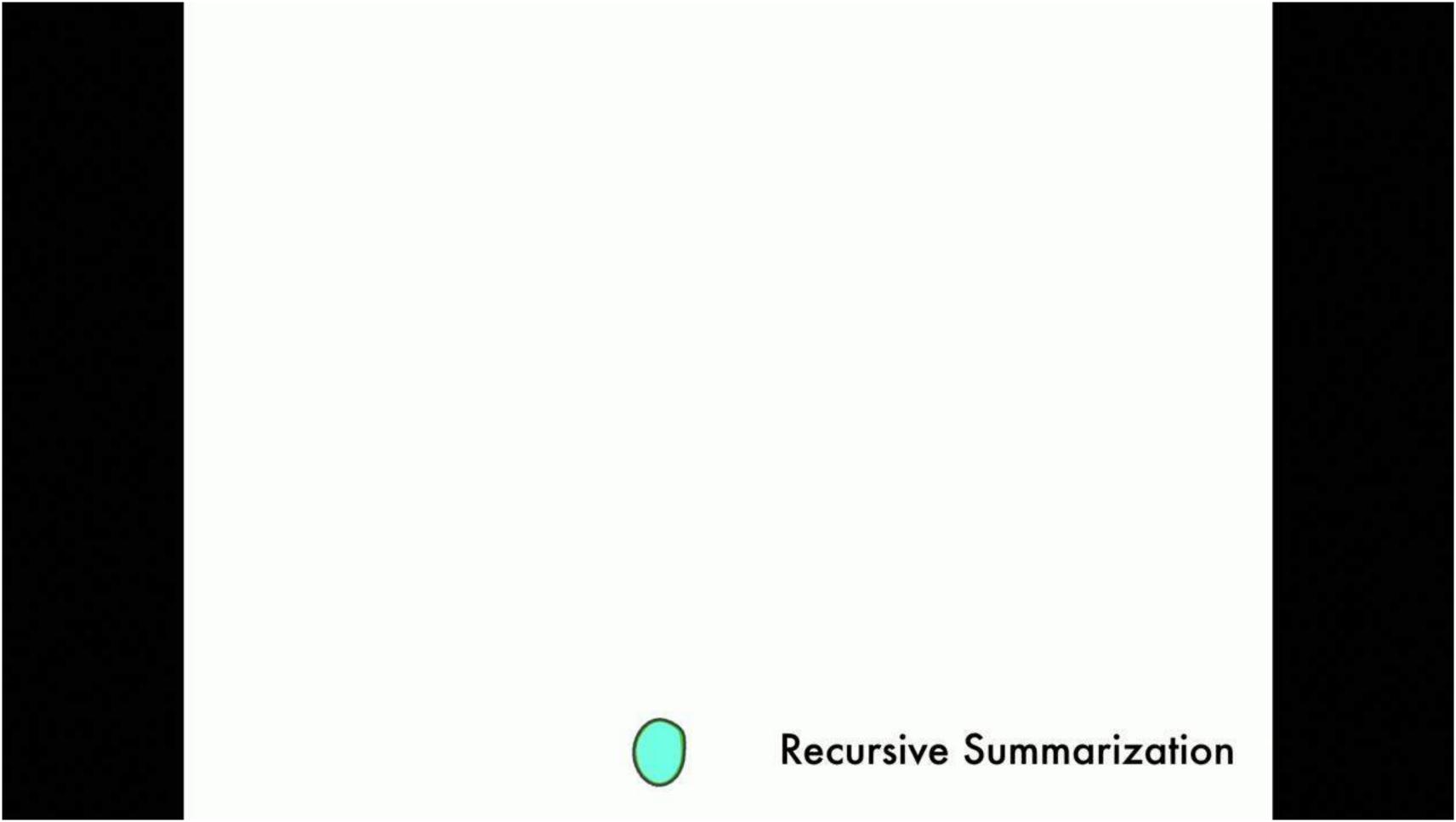




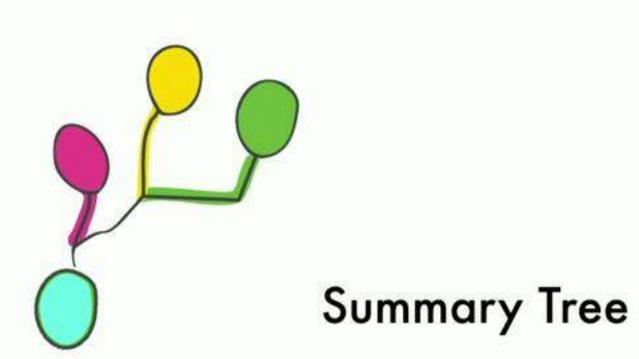


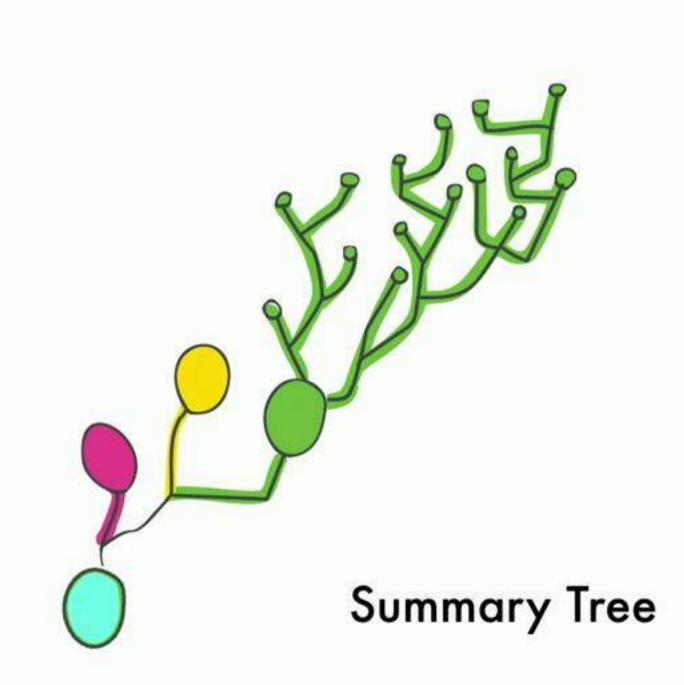


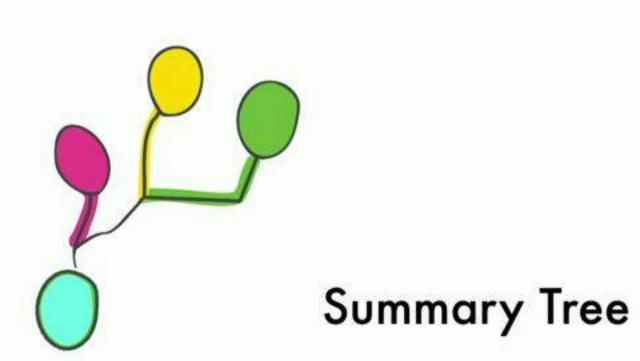


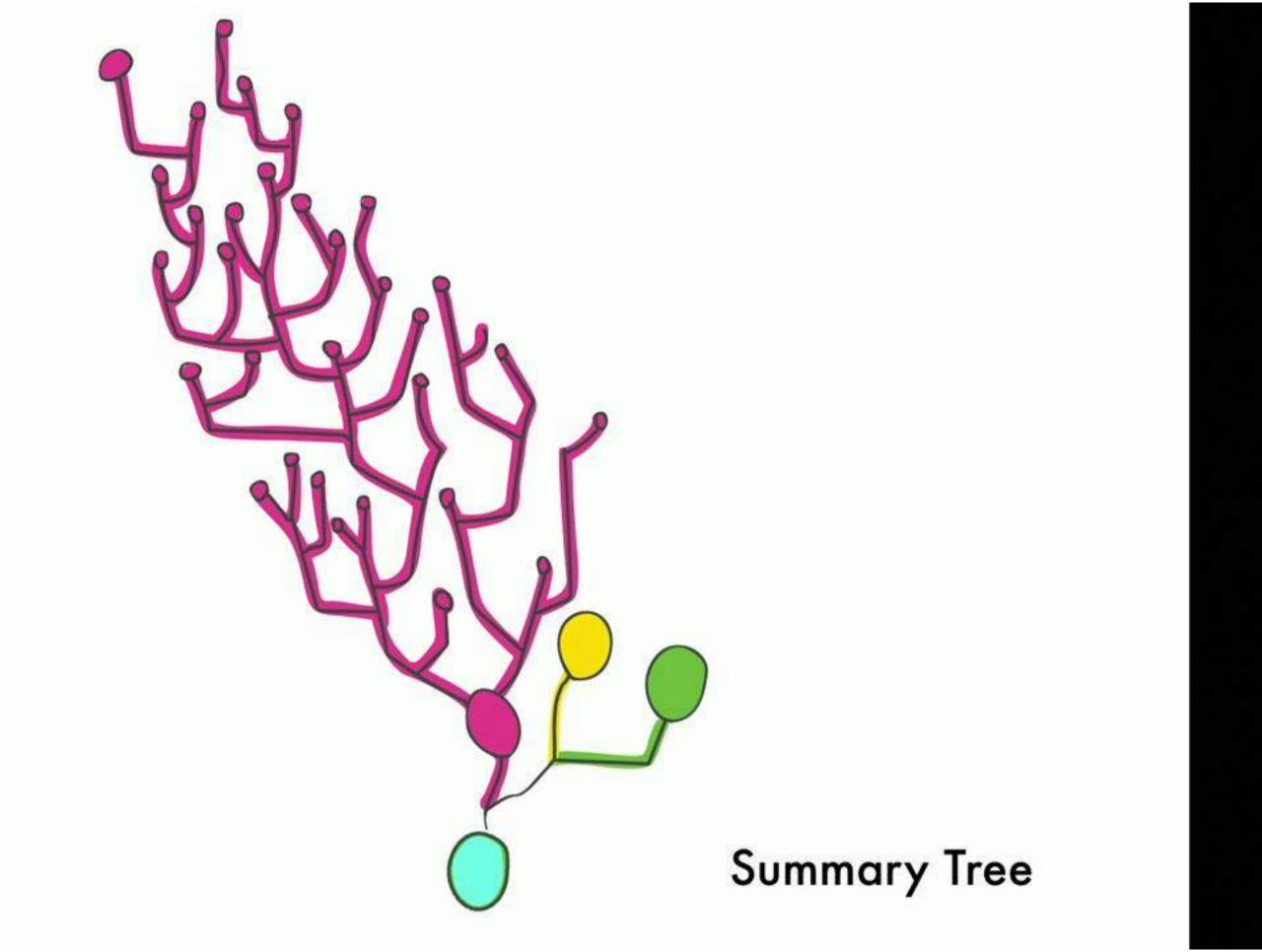


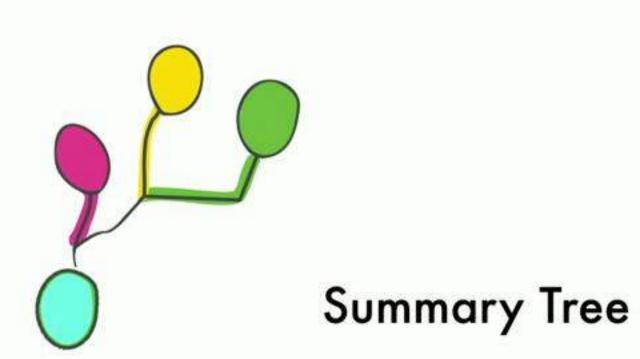


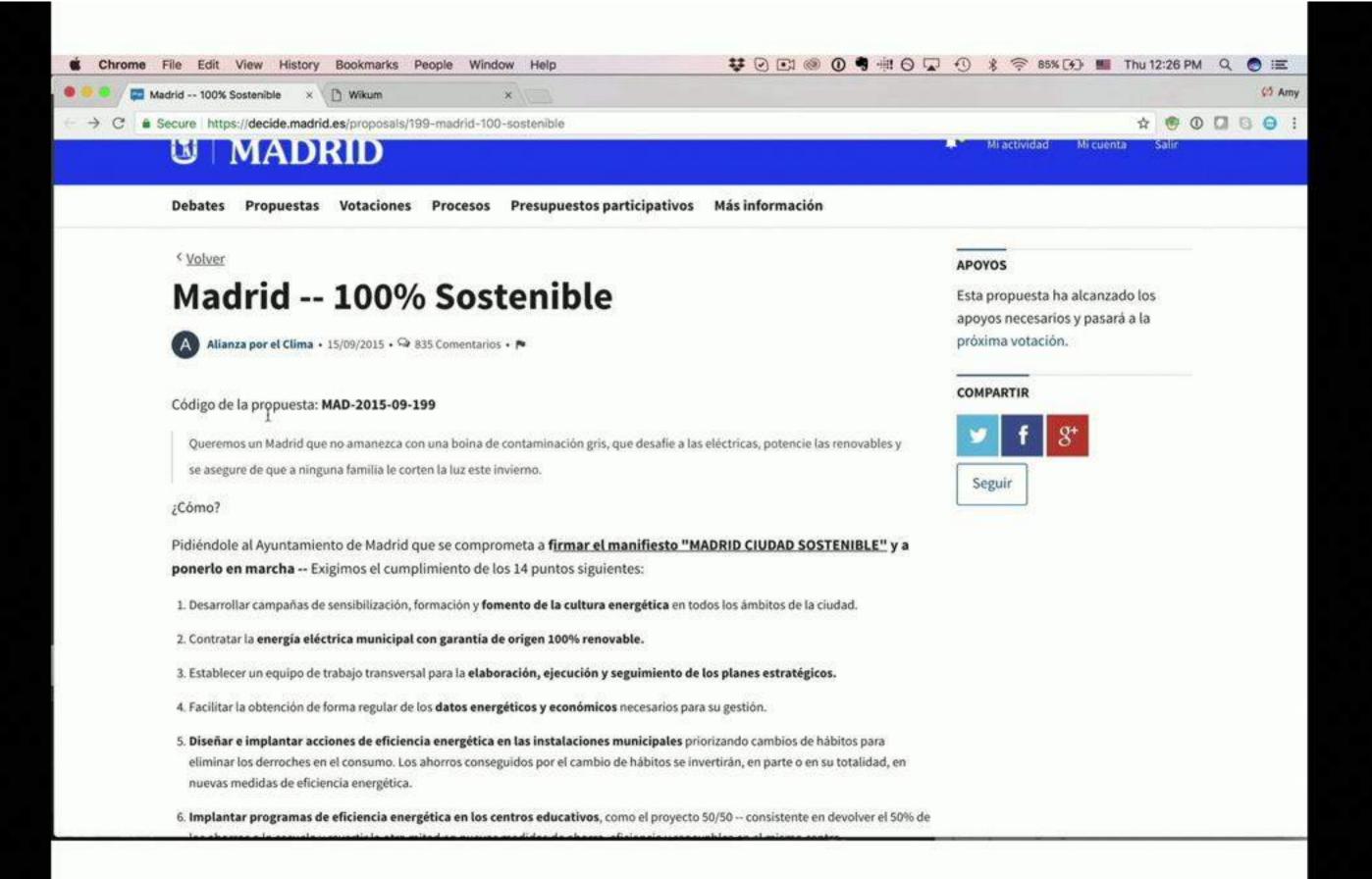


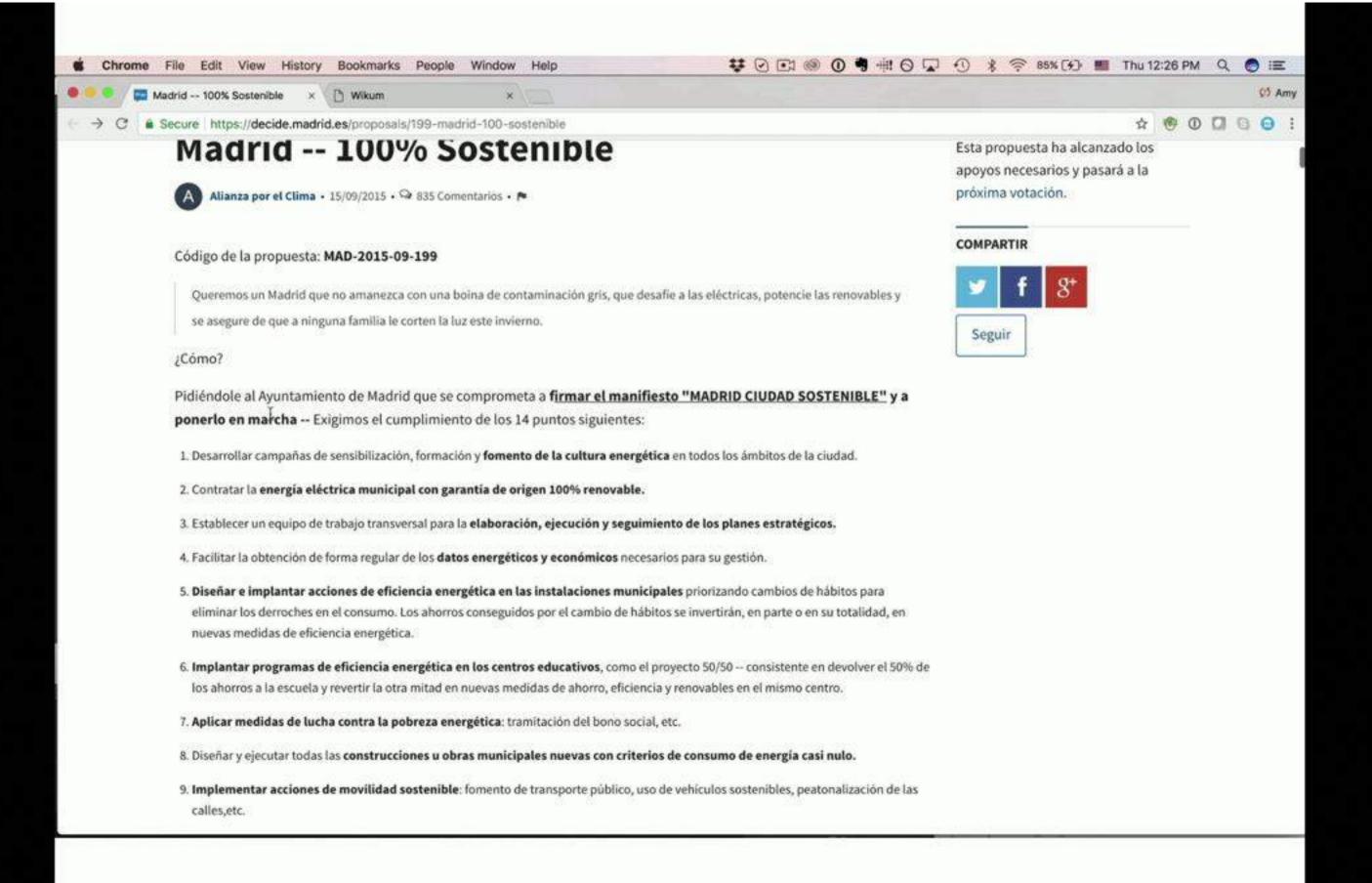


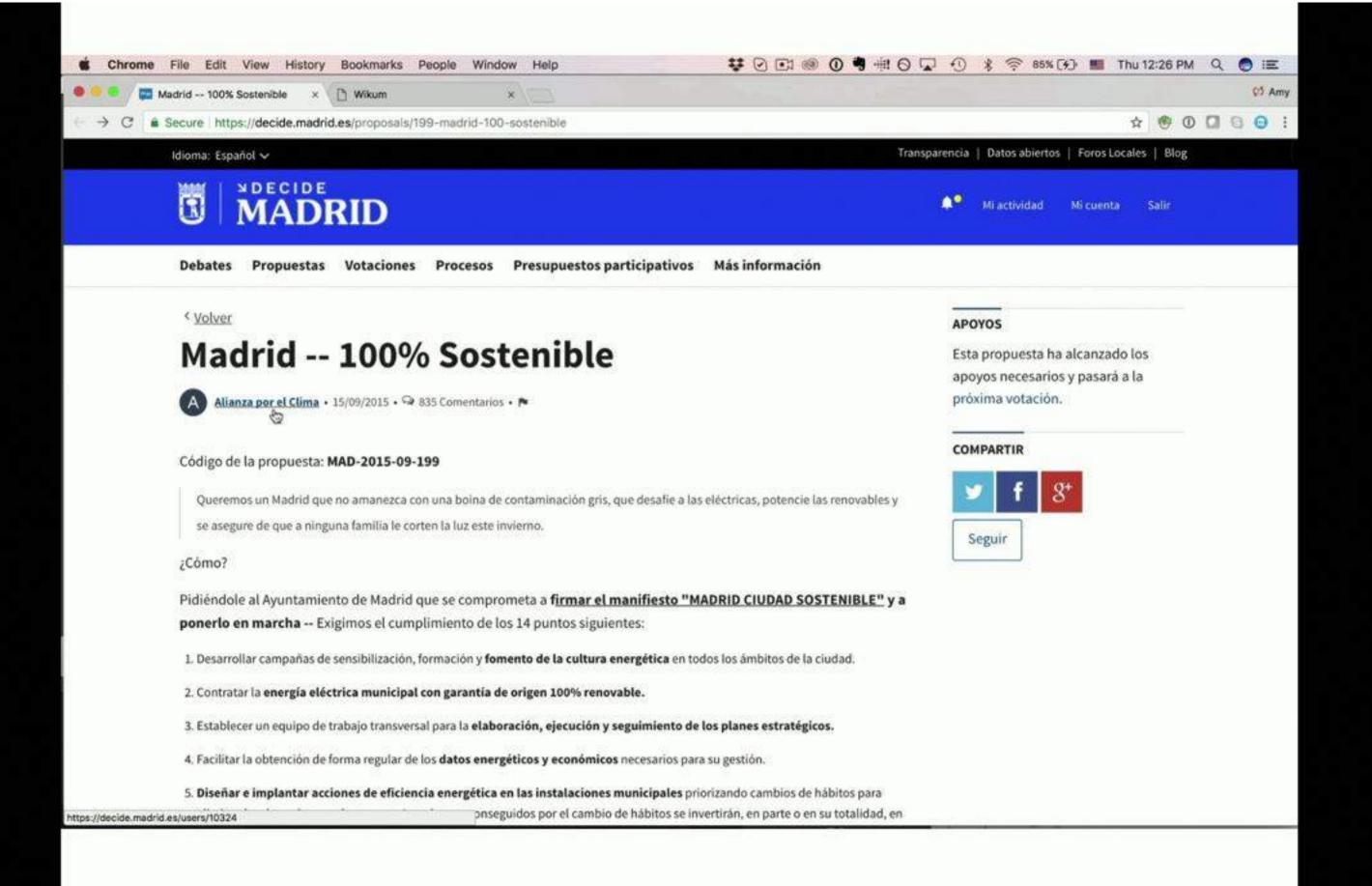


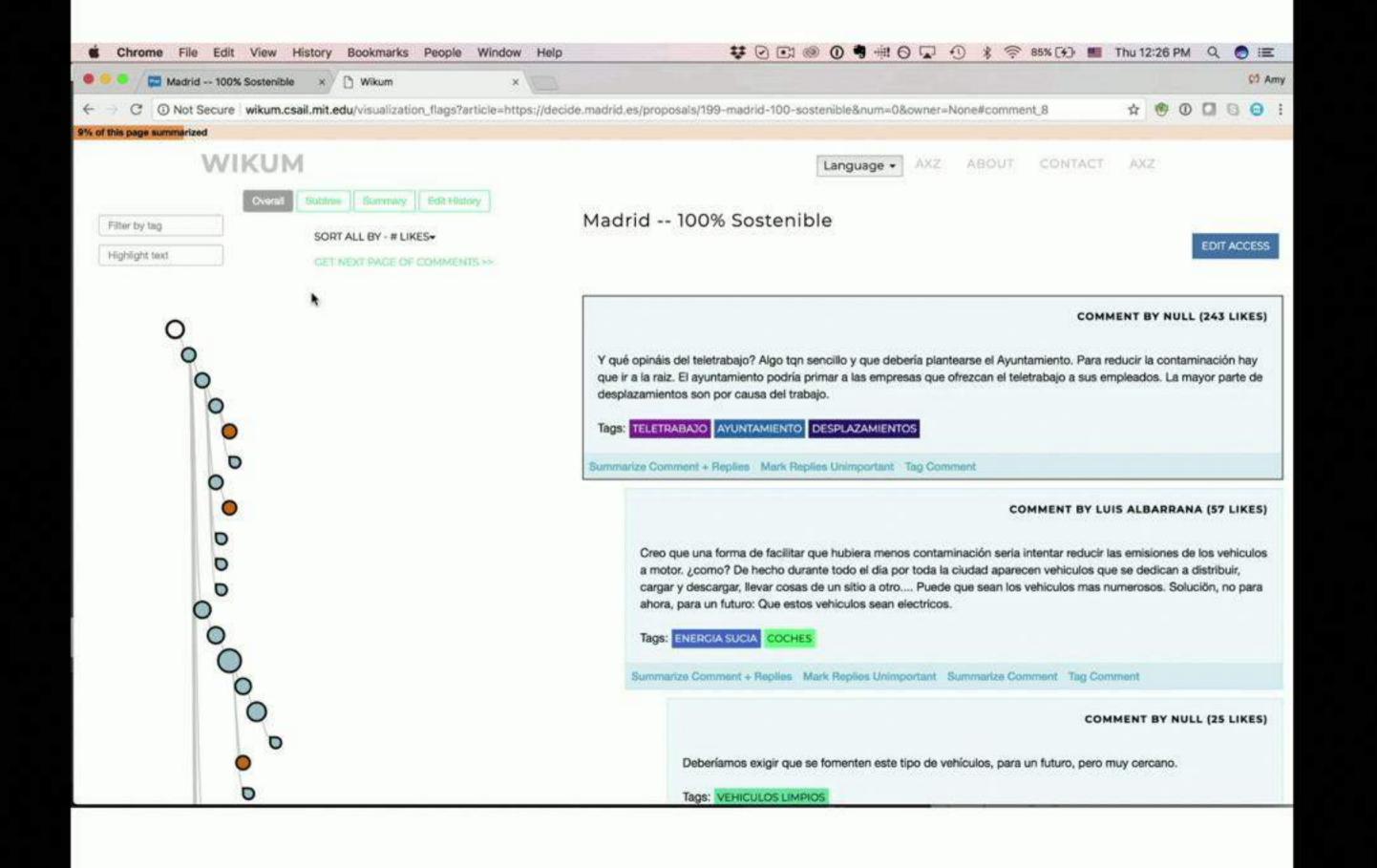








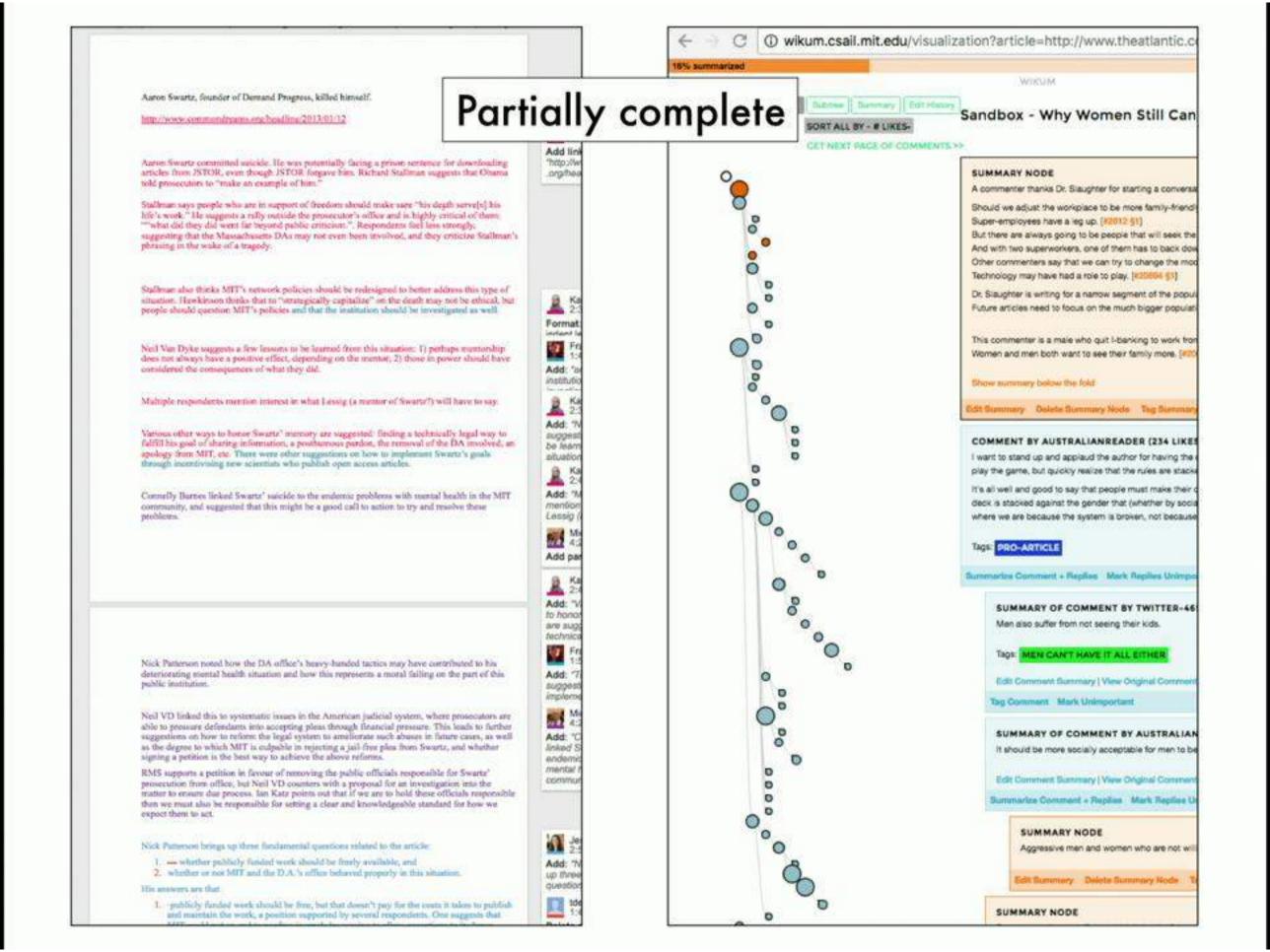




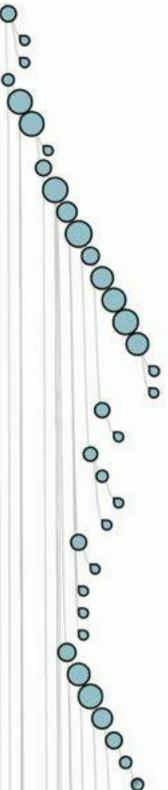


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Amy X. Zhang, Lea Verou, and David Karger. "Wikum: Bridging discussion forums and wikis using recursive summarization." *In Proceedings of the ACM Conference on Computer Supported Cooperative Work and Social Computing* (2017).



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Jane Im, Amy X. Zhang, Christopher J. Schilling, and David Karger. "Deliberation and Resolution on Wikipedia: A Case Study of Requests for Comments." Proceedings of the ACM on Human-Computer Interaction 2, no. CSCW (2018): 74.







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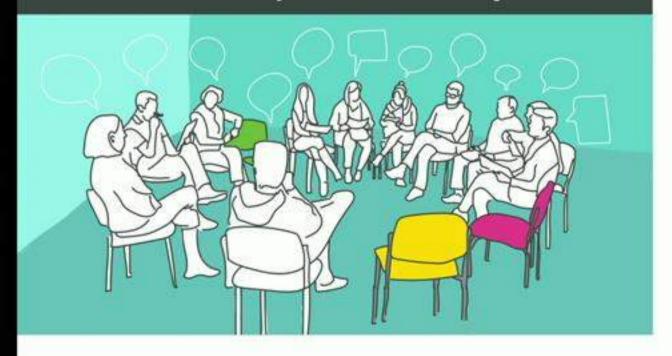






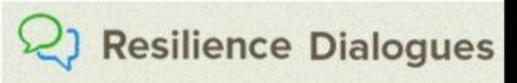
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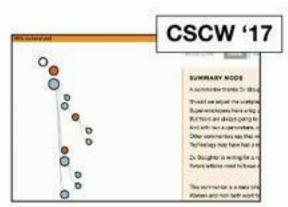




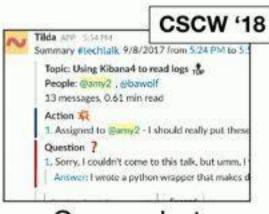
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Summarize large discussions



Discussion threads



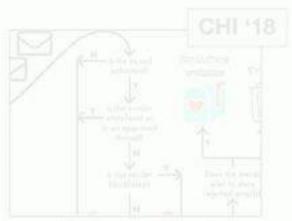
Group chat

Place discussions in the right context





Configure the delivery of content

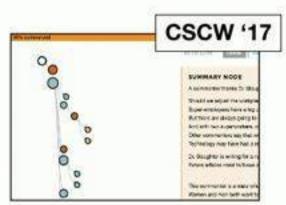


Harassment

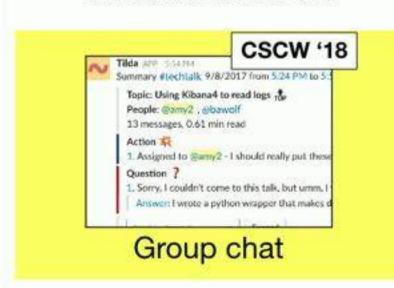
Mailing Lists

Tools that give people the power to...

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Discussion threads

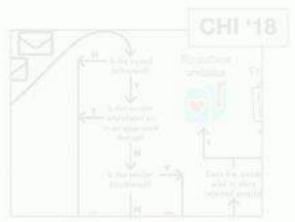


Place discussions in the right context





Configure the delivery of content



Harassment

Mailing Lists

When you try and catch up on what's going on in the group chat



#general-public ☆ | & 136 | & 0 | Community wide announ-Sunday, February 10th Sufficiency of the problem to be an information bound. Stress Militaria in Surveying Stressing on informations in Sufficient Energiations, Napul Shaker, Energy Enterior, Surveying, Survey Market ja, tau, became defaunt the british dame i — my supplice is that the trivial after many set the fact that regional tap to all documents the Rivial PF were prime to convenient grows. - thus excellenting the fact all of these wellstates were under the portion of a single storing related to Platoner Work Server. The stars gets near exercisements the following the following the term facilities as seen, ISSN Flows and Departments. On the forms, a perifferent by the same of Mataza Aldres the following profile Now have discitled since I wonte this group has made a fine poors. Stigs is incidentally the power of burning weeks Paristal Will Serve which I continued notice that in the part, he was also associated with a Paristallia representate called the AV Basical Next. Supt. Note: the hunder of the All Bursts Trust, professor, restate affects sources the poor discontract former regime of the appoints of Edit 200 Nacontian 2013 Million per defendance, and Zorod stress also find a newtrant of companions—defined as the "fraction recouping facultiment," by The Atlantic Council — and make other council purpose of the foliation Reports: Both lon-pol Philoton are Procussion. The forest in SUPs and the latter, presently faced, being a strong Thillie particular conferences or exceeded by surgested a particular particular. And SSSss's company, Printers WHS Service Stock and with the artificial of All Sacrady bases the straight collecting in Paintage as and Squart None Discognification which were partial threat If companies as from all date accords provide to a board that has been observed from the finise of the Boards Business Section 5. The the shared influsionative and other confusating use of shortflows, one could need bit this Statist Asia contributes for larger grid of SSI on as antibides introduced by the season in the could need to be for the contribute of the contributes to the could need to be for the contribute of the could need to be the could need to be for the coul To exemption the artification, it must be received that, inventional place regionation, as before any and biotechnic and particular for DRS are executed as footnoting agrees as left So, where I'M has study which, including halfs about to the Property of the second this can play with precise 1945 intelligence, SOCHRY COST and came play old deathing to have the actor in this case. By the cost, been producing the discharge. The incomplantal had bloggers in employers working have helia. Possibly hintly by Palsatamis. I solutify reached wit in those-contributing posturable senting in shade What This bold we they were sharken about its transact Palables origins. Now, that's proches addition to the physicians, which are beautiful sent contribution or page. strong local particulate that local contains, I recented to require from their worst getting paint that it part ready more Section 2017 are the first provided, which has communing and entiring an elementary property, it was always bed to find hear program the conductant the hear are what specific photos and single-provided photos are single-provided photos are single-provided photos and single-provided photos are single-provided photos a No visitions along CPROC or artifaction. The Patitions gas valueing the unit handley agrees elected to 100 years core filtered by I was even able to trace the origins of the manner plants use up to a selection recognise company to Televin. The price seed, high inquest agwith YOLD or OPERS to want groups Message #general-public @ @



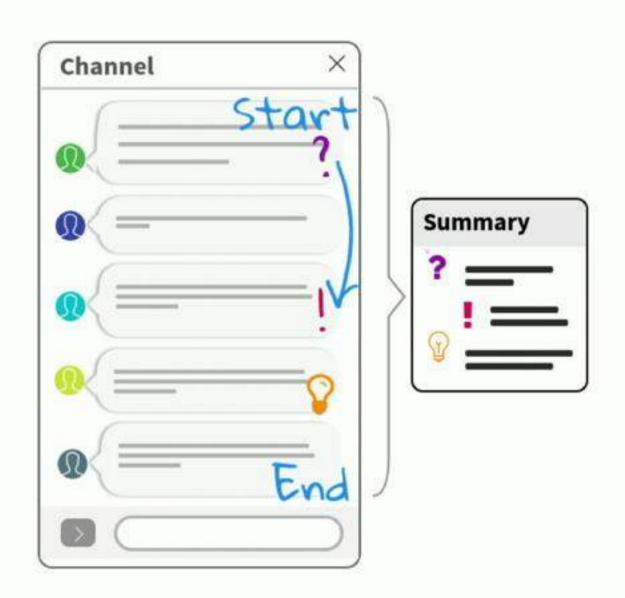


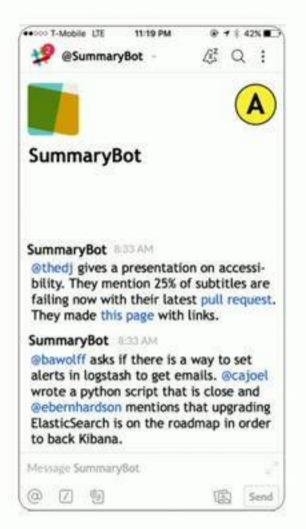












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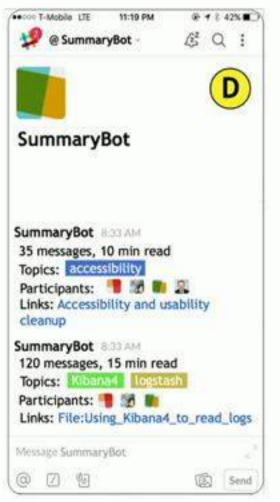


extractive

discourse acts

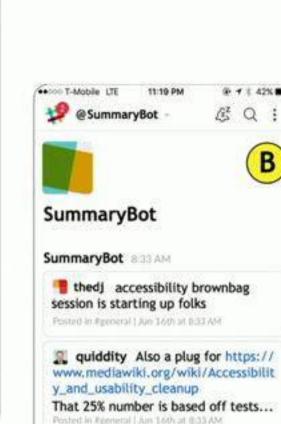


high level signals





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SummaryBot 833 AM

Message SummaryBot

@ 7 9

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alerts in logstash so that the emails...

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Send Send

Structure

discourse acts



high level signals





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****** T-Mobile LTE SummaryBot SummaryBot 833 AM

11:19 PM

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quiddity Also a plug for https://

www.mediawiki.org/wiki/Accessibilit

That 25% number is based off tests...

bawolff ...is there a way to set

alerts in logstash so that the emails...

extractive

session is starting up folks

y_and_usability_cleanup

SummaryBot 833 AM

Message SummaryBot

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Posted in Ageneral Liuri 16th at 8:03 AM.

Posted in Ageneral Liuo 16th at 8:33 AM

@SummaryBot

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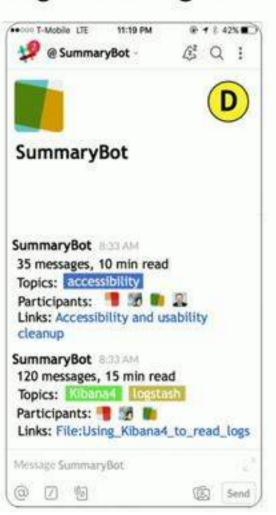
Send Send

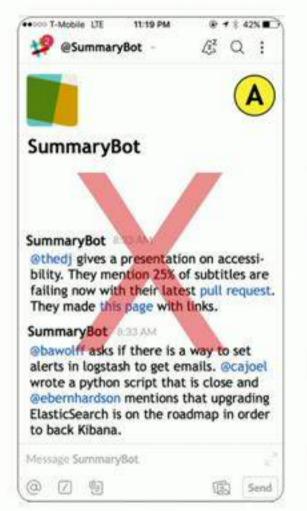
B discourse acts



high level signals

Structure





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Context

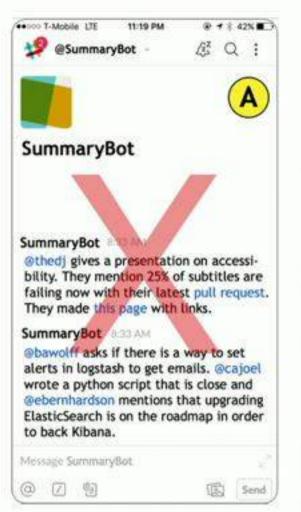
Structure

discourse acts



high level signals





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Context

Structure

discourse acts



high level signals





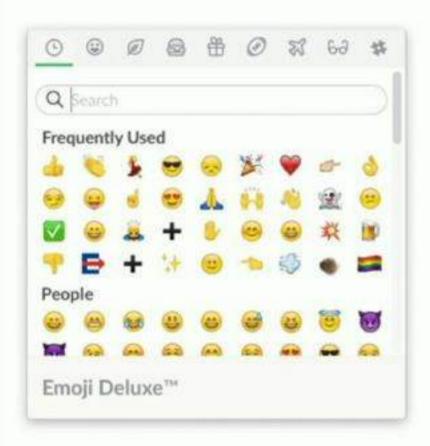




tildachat.com

Amy X. Zhang and Justin Cranshaw. "Making sense of group chat through collaborative tagging and summarization." *Proceedings of the ACM on Human-Computer Interaction* 2, no. CSCW (2018): 196. **Best Paper Award.**

Emoji reaction tags



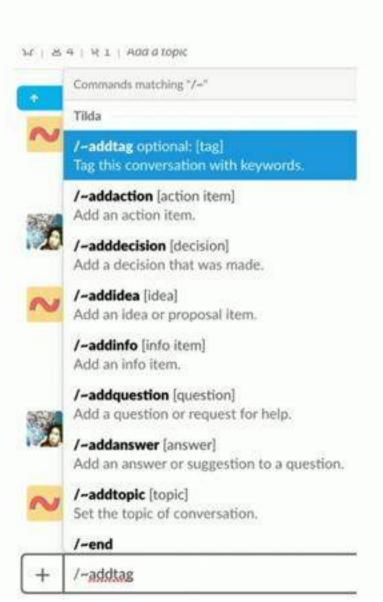


Emoji reaction tags

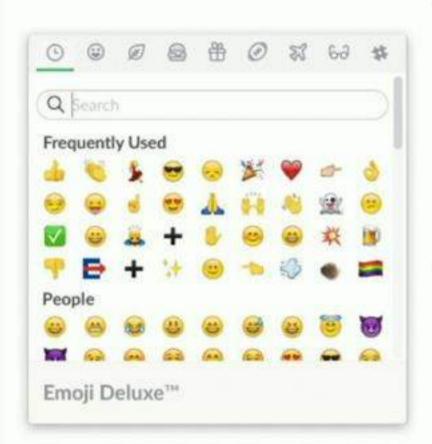


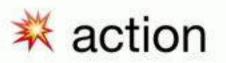


Slash command notes

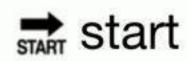


Emoji reaction tags















answer

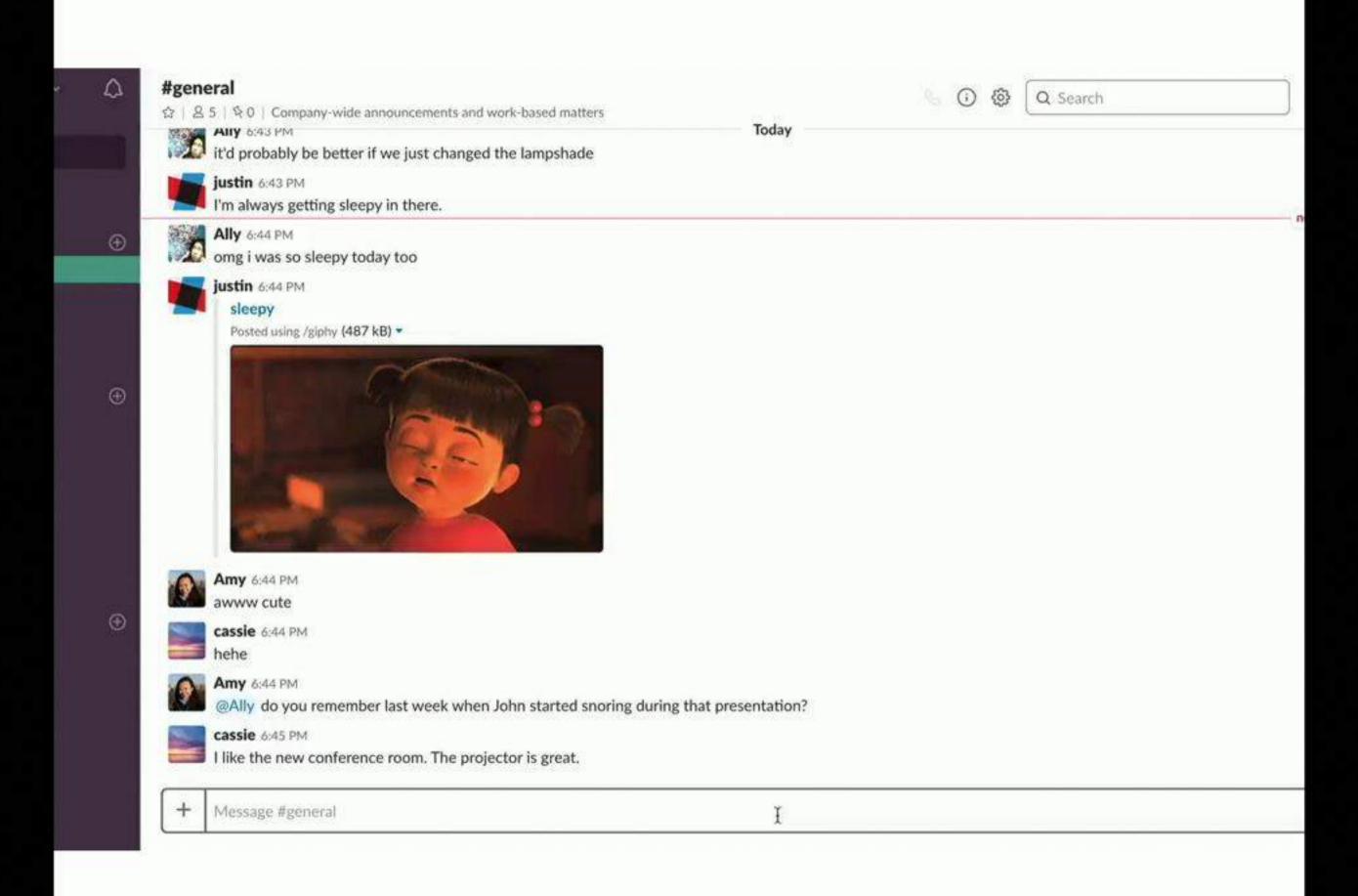


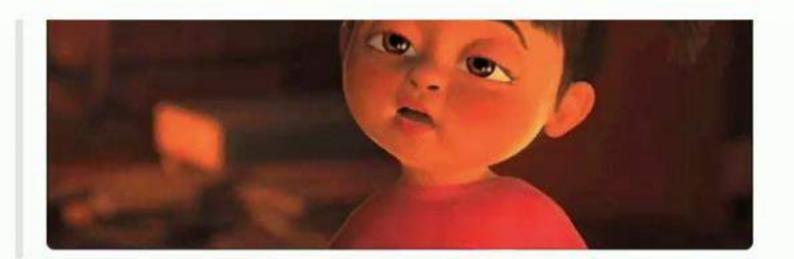
topic













Amy 6:44 PM awww cute



cassie 6:44 PM hehe



Amy 6:44 PM

@Ally do you remember last week when John started snoring during that presentation?



cassie 6:45 PM

I like the new conference room. The projector is great.



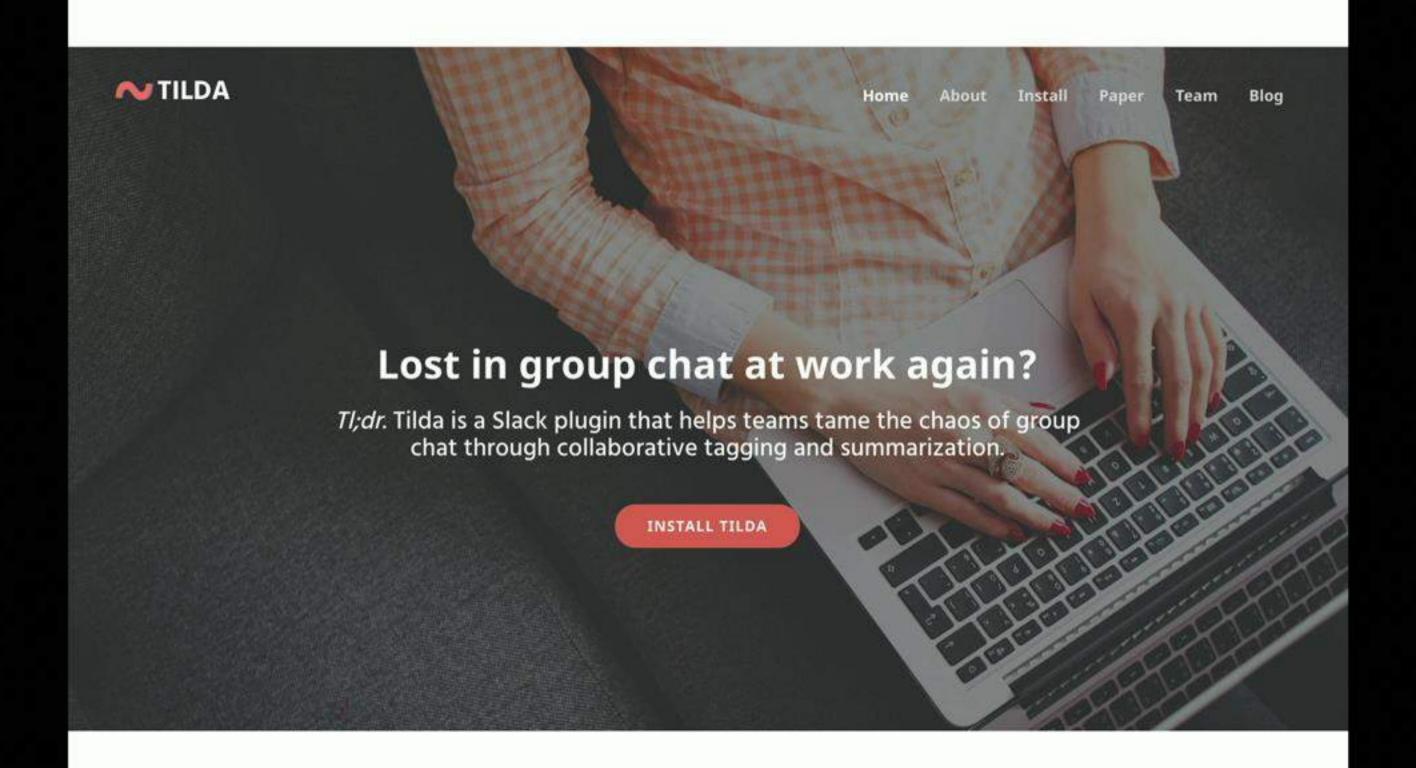
Hey guys

"We really didn't have a good system...Tilda made it muuuuch easier for us to fill someone in on something that happened...

Overall I think Tilda greatly improved team communication over the week we used it.

Conversations had better **structure**, team members were better **kept up-to-date**, and we actually had a way to **save...results of our conversations** for future use."

- employee of 5-person tech startup



tildachat.com

Tools that give people the power to...



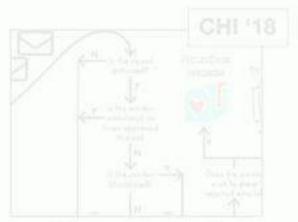
Place discussions in the right context



Educational materials



Webpages



Tools that give people the power to...

Summarize large discussions



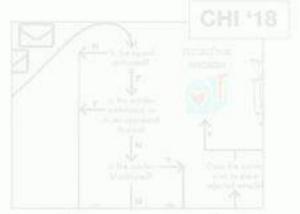


Place discussions in the right context L@S '17 in-order to school country and the defendance of an Amino acids are the basic building box **Educational materials CSCW '16** S Home Deltings Logout arriyazhang

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Webpages

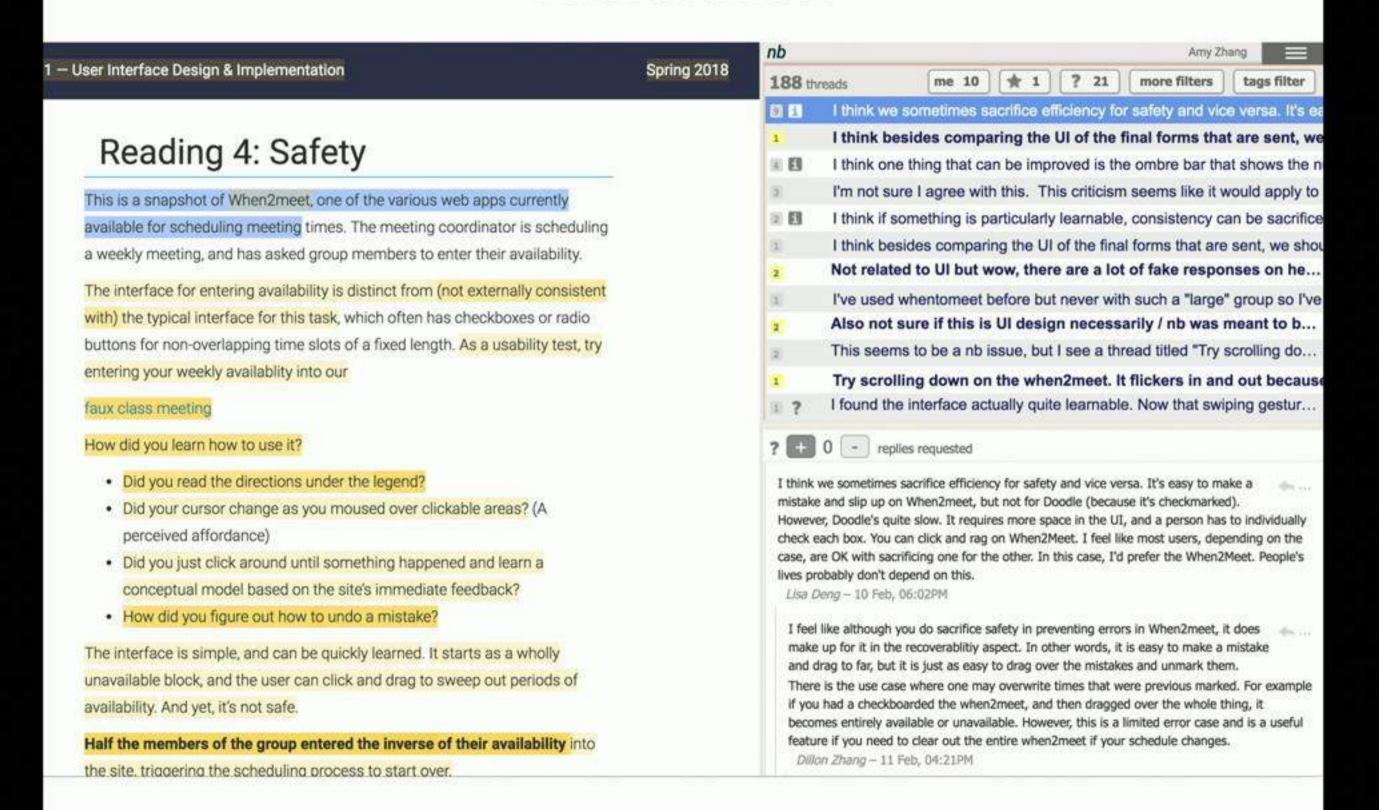
Configure the delivery of content



Harassment

Mailing Lists

Annotation



nb.mit.edu

S2018_Lecture01_Reading

Last updated: Jul 24, 2018









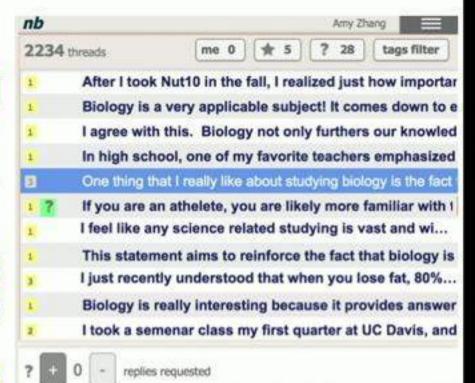


Biology

Biology is the scientific study of life. Studying biology is an opportunity to ask exciting questions about the world that surrounds us. It is an opportunity to dig into some of humanity's deepest questions about our origins, our planet's history, and our connections to other living beings (big and small/extant or extinct). It is also an opportunity to dive into a world of practical problem solving and to think hard about possible solutions for improving health care, maintaining sustainable food supplies, and producing renewable energy technologies.

Studying biology helps us understand issues and address everyday problems. For instance, you can better understand how what you eat and the amount you exercise influence your health when you understand the biochemical reactions that describe how the food (matter) is transformed, how it and your body store energy, and how this energy can be transferred from the food to your muscles. Deciding whether or not to buy products labeled with terms like "antimicrobial" or "probiotic" can be easier if you understand what the microbes, which live in, on, and around us, do. Understanding the biochemical principles that describe the changes that happen to eggs as they cook can help us understand how similar physical processes may be central to the cellular stress response and some diseases. Your eye color can be better appreciated with an understanding of the genetic and biochemical mechanisms that link genetic information to physical traits.

Studying biology even helps us understand things that are "out of this world." For instance, understanding the requirements for life can help us look for life in places like Mars or deep in Earth's crust. When we understand how to properly "rewire" cellular decisionmaking networks, we may finally be able to regenerate functional limbs or organs from someone's own tissue, or reprogram diseased tissues back to health. There are many exciting opportunities. The key point is that mastering a few basic principles helps you understand and think more deeply about a wide array of topics. Keep this notion in mind throughout the course.



One thing that I really like about studying biology is the fact that there are so many different branches of it, but that they are all related to each other. I am particularly interested in the physiology aspect of biology, but biology is such a general term and there are so many different pathways and so much information that one can learn while studying biology, which is pretty amazing. Things are always constantly changing and people are always researching new things so there is always endless content to be studying !! #interested

Lillian Wu - 3 Apr. 08:13PM

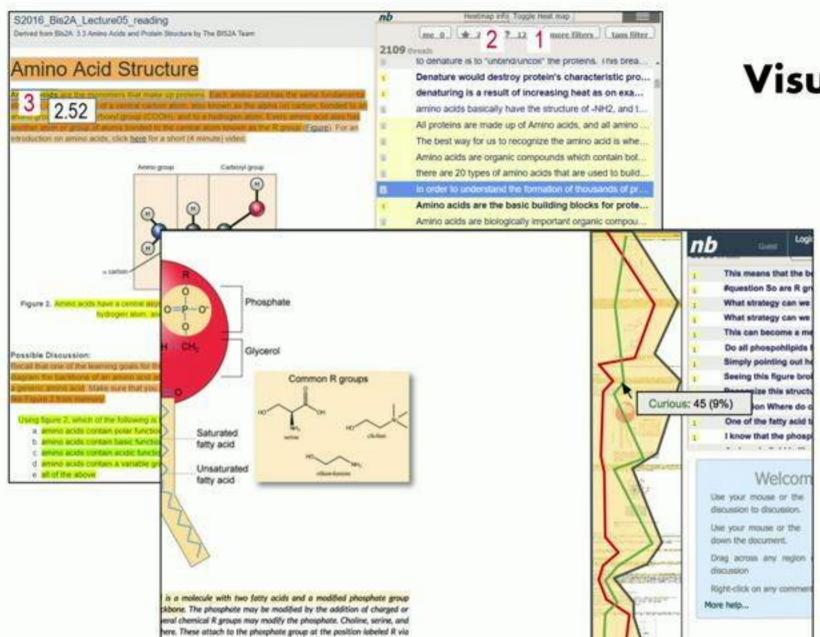
I agree with you in the fact that there are many aspects to study about biology. I am just fascianted with the point that even the littlest things/details that seem unimportant intertwine in various aspects. I find it quite interesting how biology can be viewed

Students add emoji annotations to their comments in the margins

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over **150,000** comments with emojis by over **6,000** students

Zhang, Amy X., Michele Igo, Marc Facciotti, and David Karger. "Using student annotated hashtags and emojis to collect nuanced affective states." In *Proceedings of the Fourth (2017) ACM Conference on Learning*@ *Scale*, pp. 319-322. ACM, 2017.



Visualization

Readers see heatmap of emotions over text

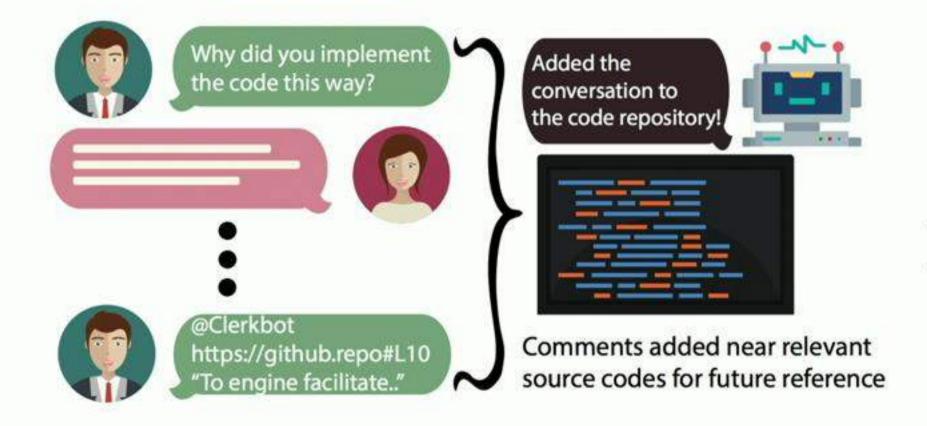
Teachers can tailor their teaching.

Learning from Richer Data

Distinguishing confusion versus curiosity in untagged comments

Can we predict what section of a textbook is likely to be confusing?

Annotating Code



Link discussions about code back to the code itself for future readers

Park, Soya, Amy X. Zhang, and David R. Karger. "Post-literate Programming: Linking Discussion and Code in Software Development Teams." In *The 31st Annual ACM Symposium on User Interface Software and Technology Adjunct Proceedings*, pp. 51-53. ACM, 2018.

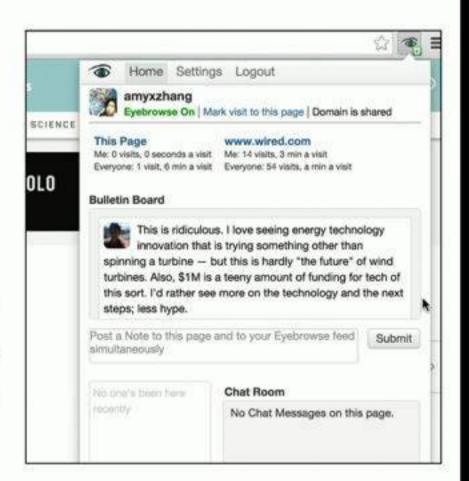
Eyebrowse: annotate the web



Discussions are tied to where they took place

Tell the system which domains are "public" spaces versus "private" spaces In public spaces, you can bump into friends, leave notes, see where crowds are.

eyebrowse.csail.mit.edu



Zhang, Amy X., Joshua Blum, and David R. Karger. "Opportunities and challenges around a tool for social and public web activity tracking." In *Proceedings of the 19th ACM Conference on Computer-Supported Cooperative Work & Social Computing*, pp. 913-925. ACM, 2016.

Tools that give people the power to...

Summarize large discussions



CSCW 118

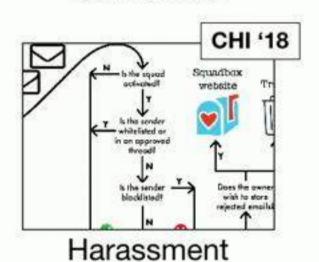
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Place discussions in the right context





Configure the delivery of content





Mailing Lists

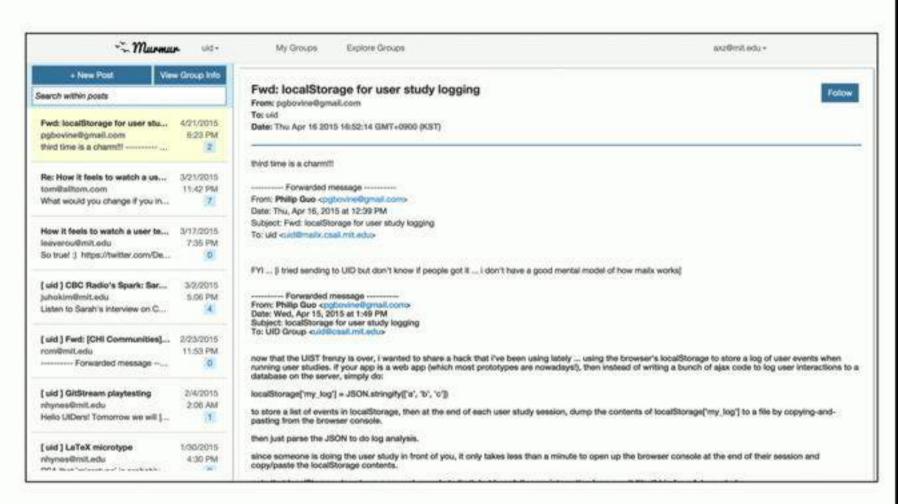
Mailing Lists: 40 years old, still the same!

Flexible sender and receiver configurations

tagging, up-voting, subscribing, following, blocking

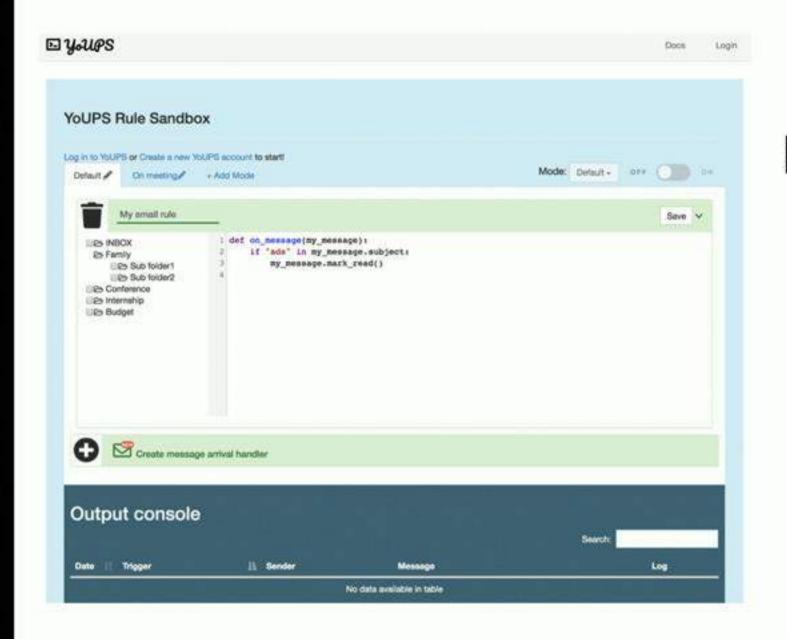
all from your client!





murmur.csail.mit.edu

Amy X. Zhang, Mark S. Ackerman, and David R. Karger. "Mailing Lists: Why Are They Still Here, What's Wrong With Them, and How Can We Fix Them?." In *Proceedings of the 33rd Annual ACM Conference on Human Factors in Computing Systems*, pp. 4009-4018. ACM, 2015.



Program your Inbox!

A general domain specific language and UI for expressing email automation?

Soya Park, Amy X. Zhang, Luke S. Murray, and David R. Karger. "Opportunities for Automating Email Processing: A Need-Finding Study." In *Proceedings of the 37rd Annual ACM Conference on Human Factors in Computing Systems*. ACM, 2019.

Tools that give people the power to...

Summarize large discussions



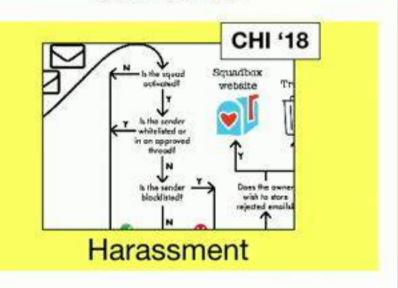


Place discussions in the right context



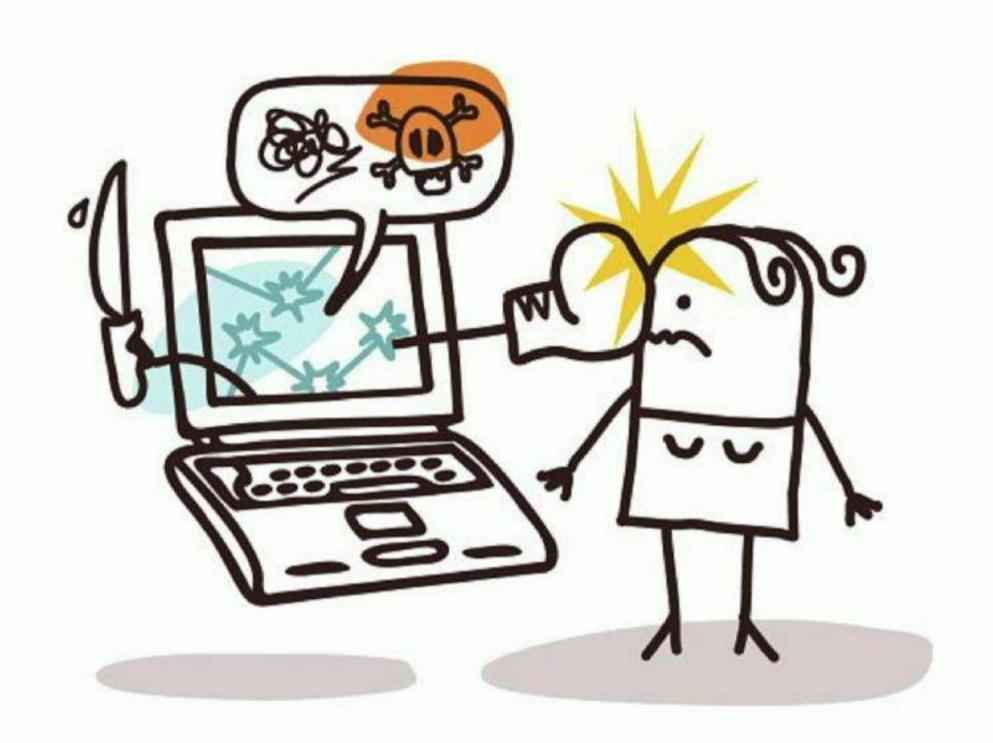


Configure the delivery of content





Mailing Lists









1)

People get harassed in very different ways, have really different ideas about what is harassment, and different ideas about how they want to deal with it.

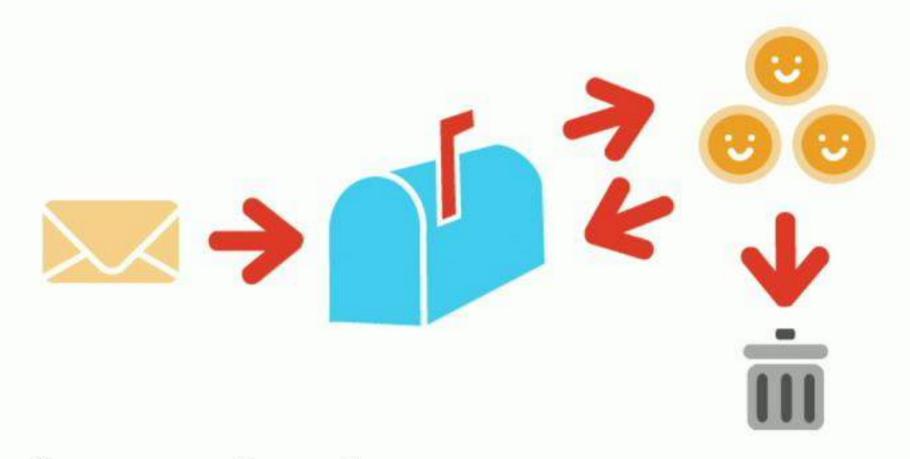
2)

The most effective strategy (after deleting one's account) was to give a password to a friend and have that friend go in and clean up their inbox.

"My best friend... he has the passwords to all of my social media accounts. I basically was like, 'Please log in to my Twitter account. Please block everyone who has just messaged me anything disturbing. Just go in and figure it out.'"

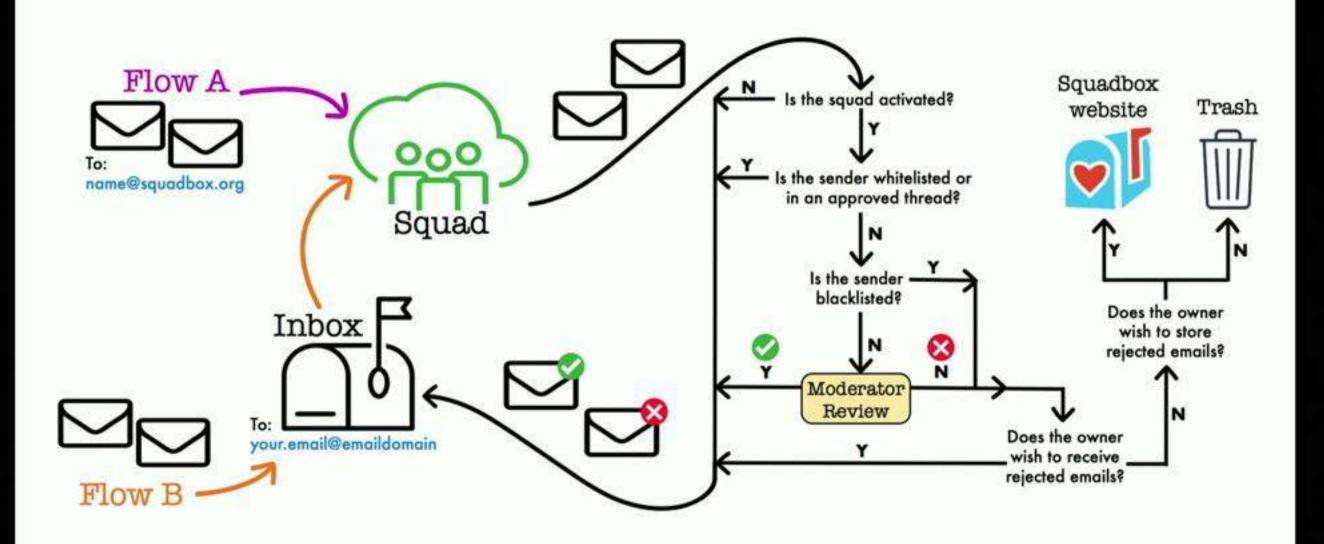


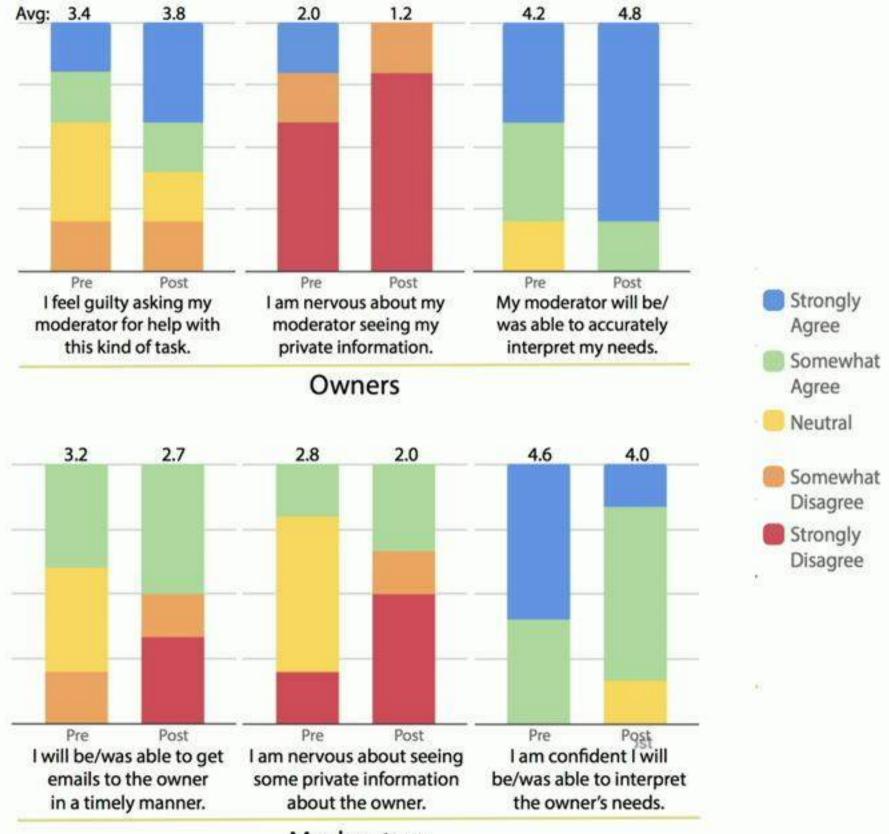
Kaitlin Mahar, Amy X. Zhang, and David Karger. "Squadbox: A Tool to Combat Email Harassment Using Friendsourced Moderation." In *Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems*, p. 586. ACM, 2018.



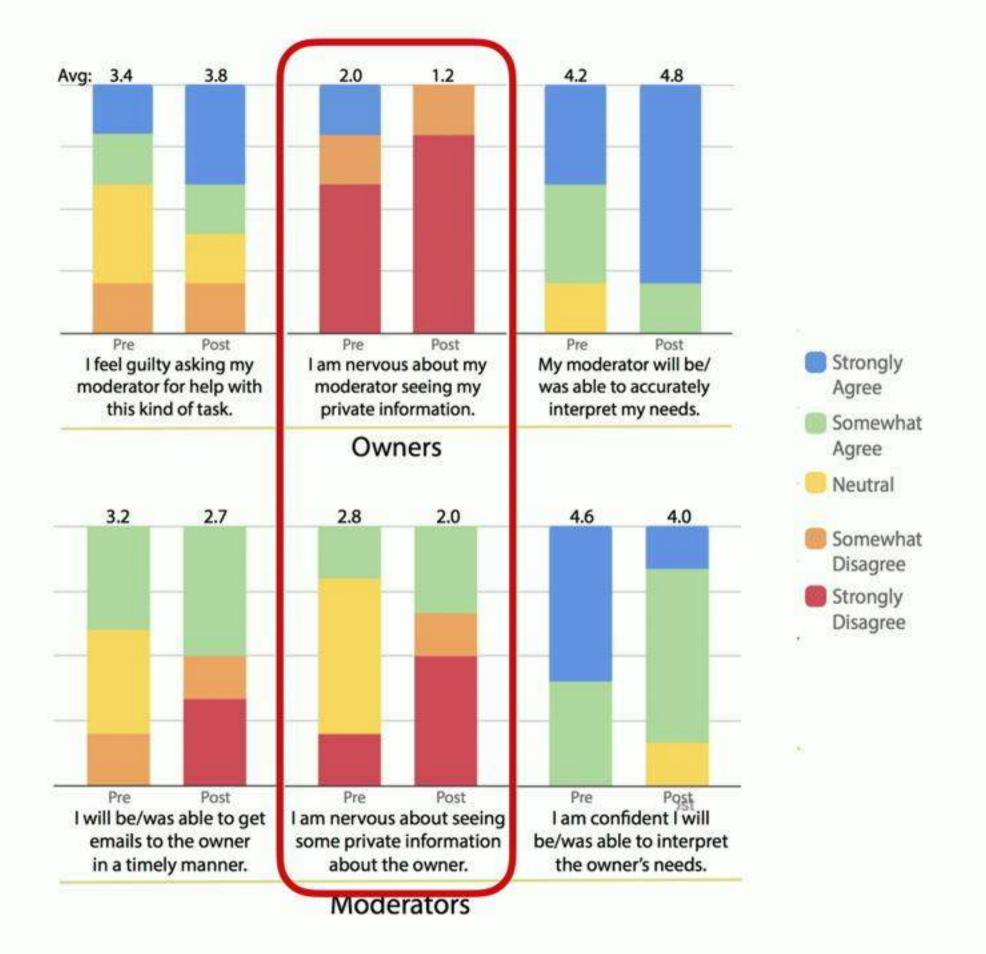
Friend-sourced moderation

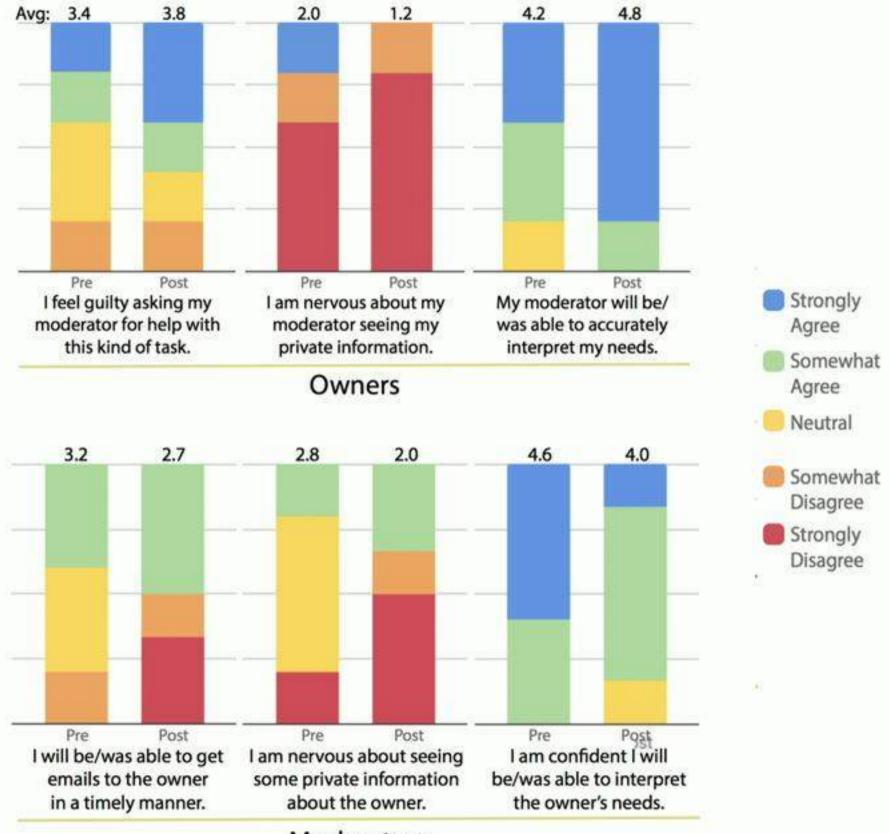
Flexible Configurations



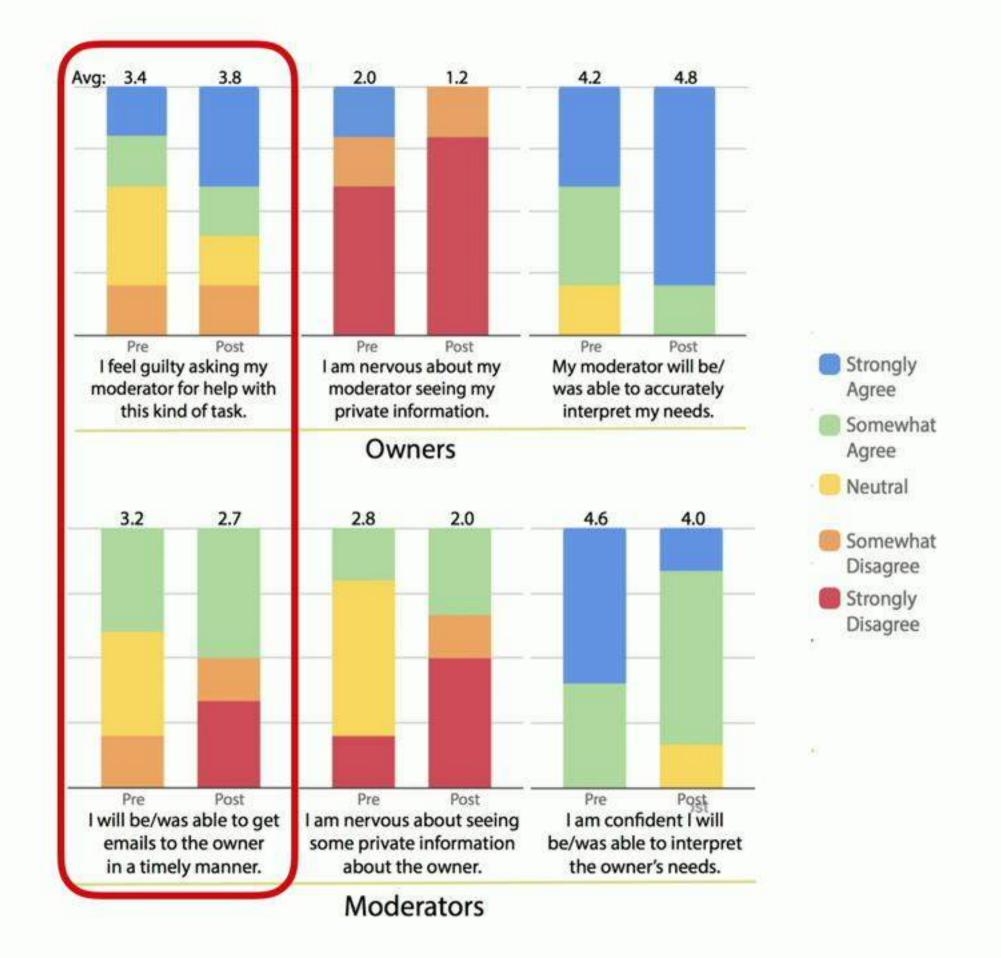


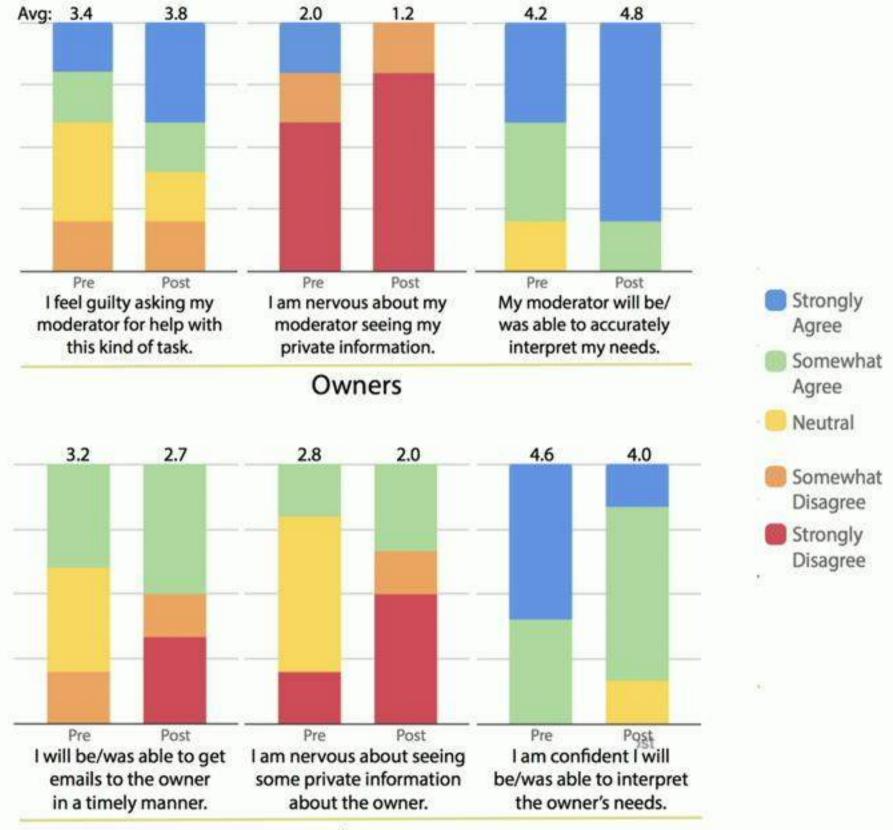
Moderators



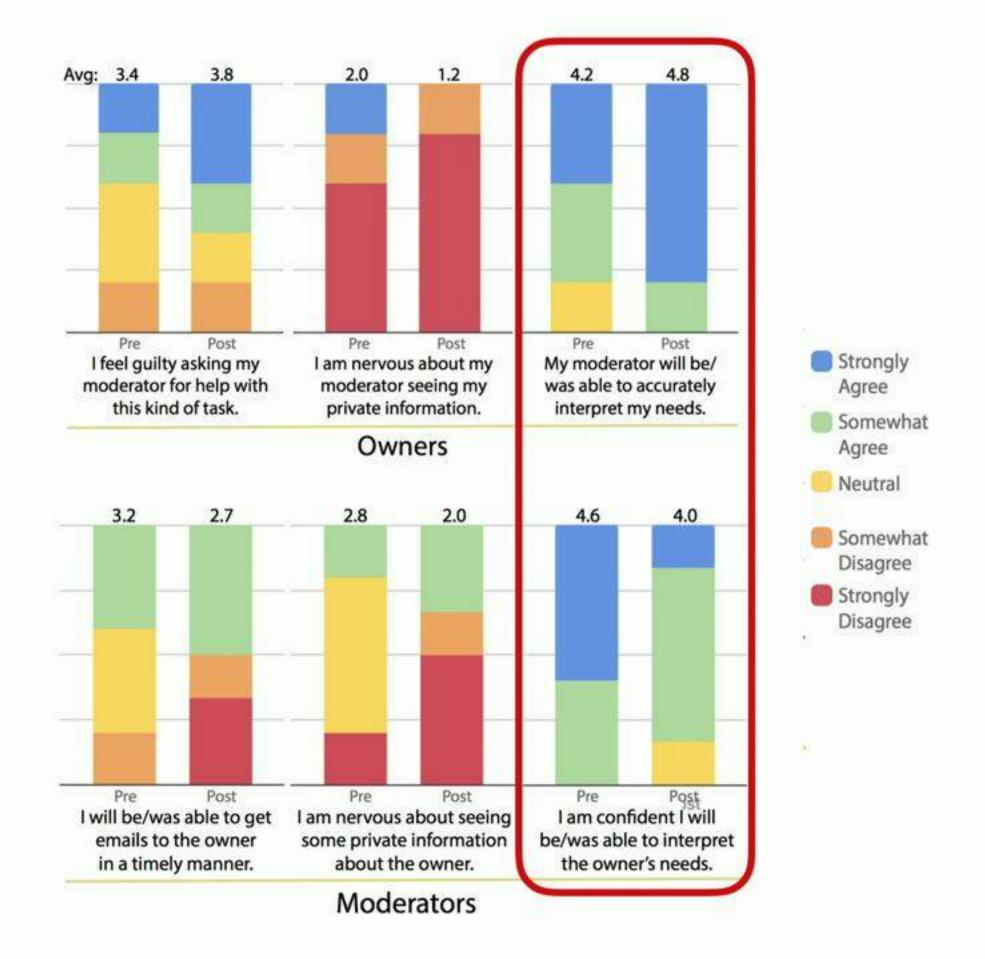


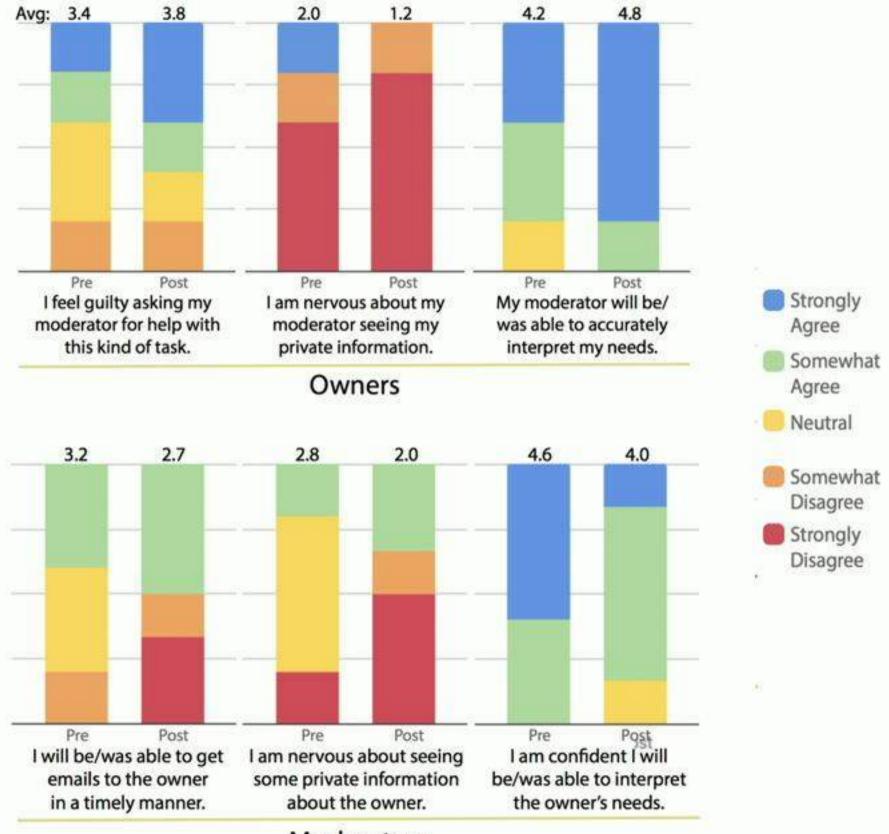
Moderators





Moderators



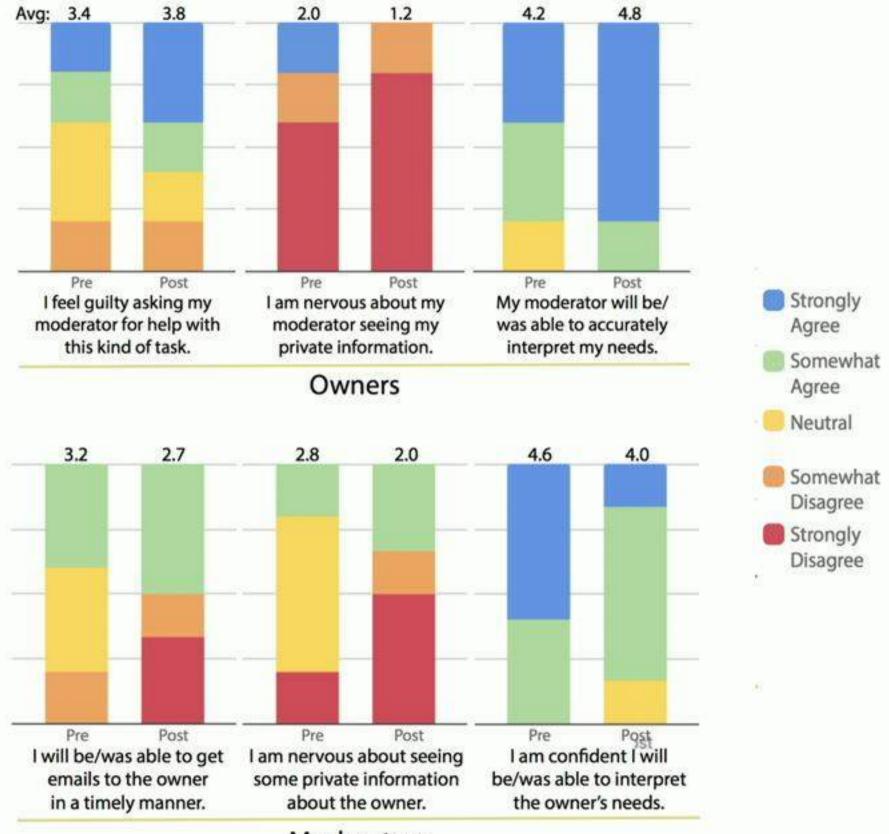


Moderators

"If I could help in any way, shape, or form, I would do that, no question...

It's really difficult to watch someone that you care about so much go through this, and to be by-and-large helpless...

To have a tool at my disposal that would help in even the smallest way, I would leap at a chance to do that."



Moderators

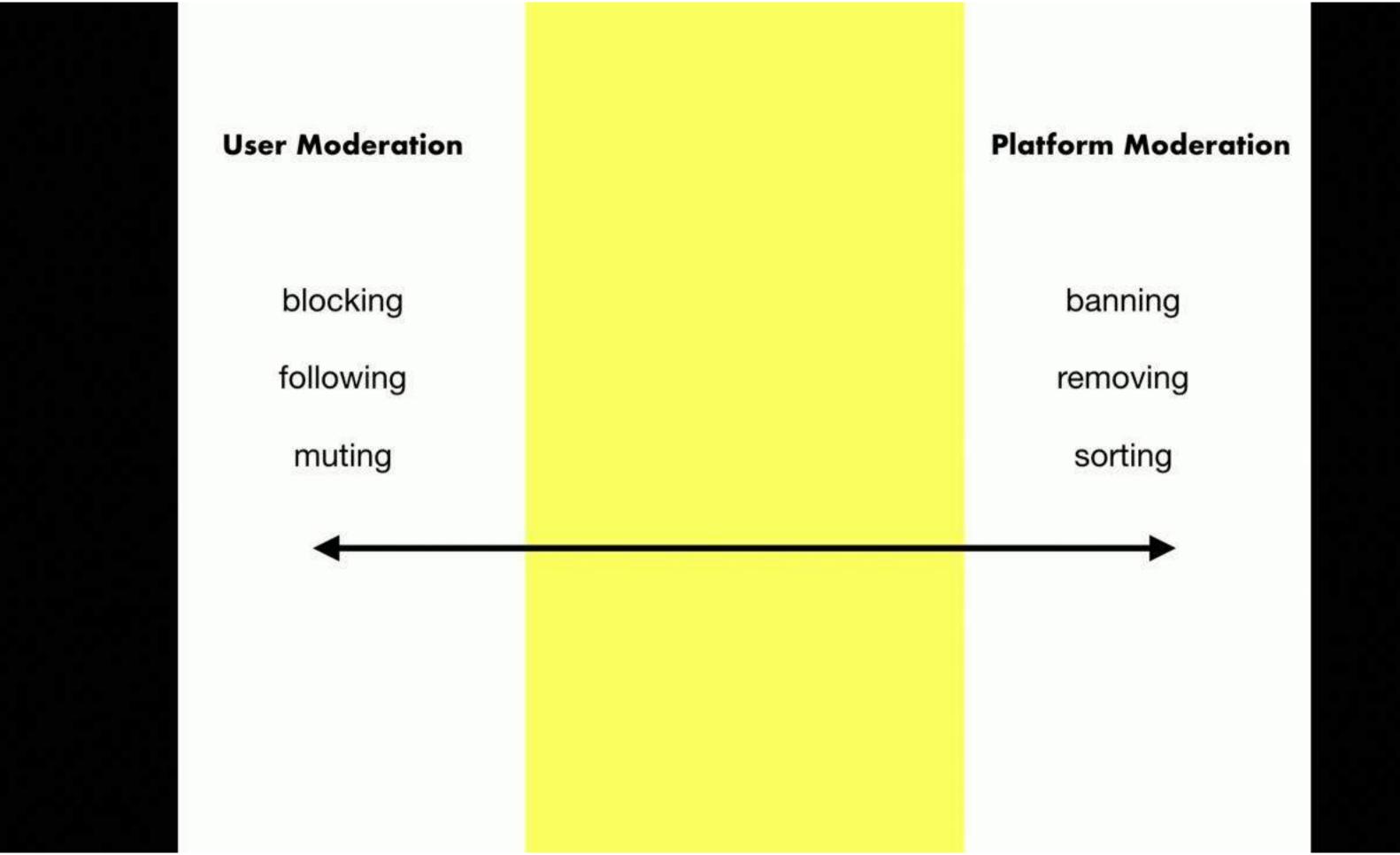
User Moderation

Platform Moderation

blocking banning

following removing

muting sorting



User Moderation

blocking

following

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Networked Moderation

Squadbox

Twitter Blocklists

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Platform Moderation

banning

removing

sorting

CREDIBILITY COALITION

Bridging Research and Practice towards Open Standards for Online Content



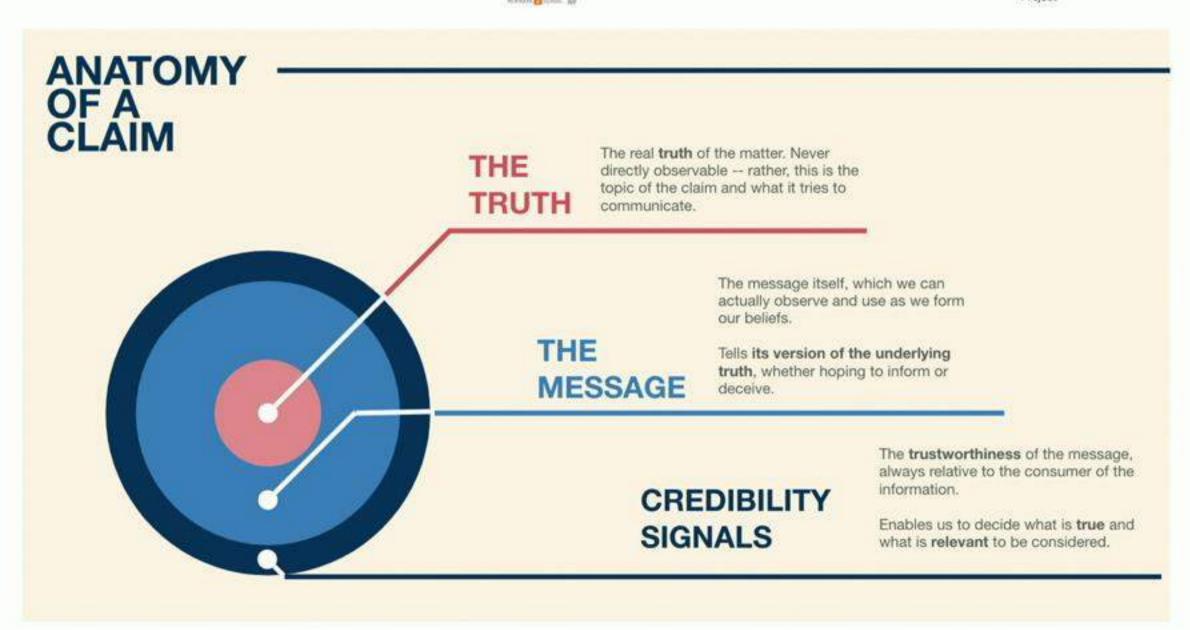












Zhang, A.X., Ranganathan, A., Metz, S.E., Appling, S., Sehat, C.M., Gilmore, N., Adams, N.B., Vincent, E., Lee, J., Robbins, M. and Bice, E., 2018, April. A structured response to misinformation: defining and annotating credibility indicators in news articles. In WWW (WebConf) 2018 Misinformation Track.

Re-imagining new structures of discussion systems to give users the power to be able to...

Summarize large discussions





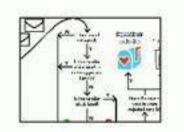
Place discussions in the right context





Configure the delivery of content

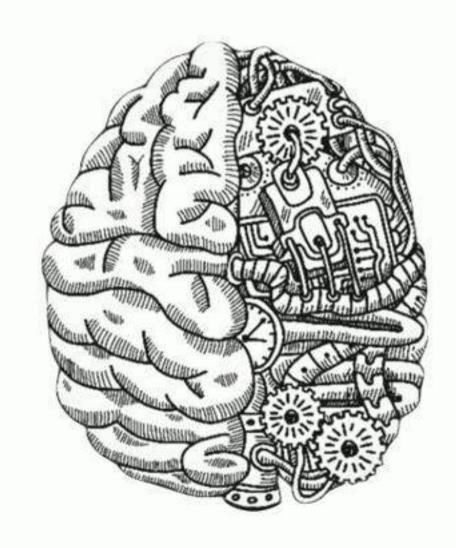




What about algorithms?



Governance of social spaces online using human and Al collaboration



Typology of discussion system structures?

Better search, summarization, navigation of discussions online



ways to allow users to more efficiently find, navigate and consume this content, there is a lack of shared datasets on forum discussions to aid in understanding these discussions a bit better.



Amy X. Zhang, Bryan Culbertson, and Praveen Paritosh. "Characterizing online discussion using coarse discourse sequences." In *Proceedings of the Eleventh International Conference on Web and Social Media. AAAI Press.* 2017.

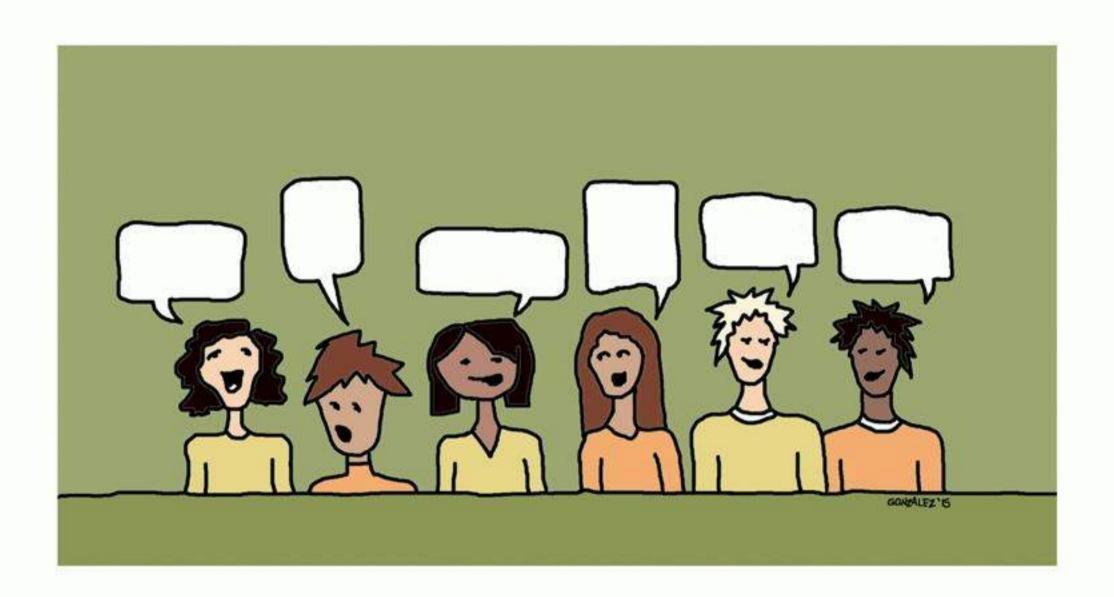
Broadening to audio, video, in-person conversation in small meetings and at scale



Improving the quality of discourse for participants



A positive vision for the future of online discourse?



My Other Interests

Human-Centered Machine Learning

ACM TiiS '18









Conference Recommendation and Meetups

CSCW '16







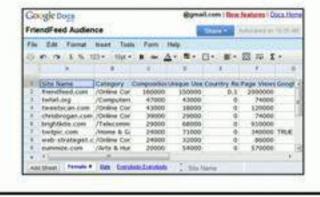
End User Interactive Data-Driven Web Publishing

UIST '14, UIST '16











Social Media Analysis and Politics

CHI '15, CHI '16





Framing in Political News

C+J '14, ICWSM '14









Social Media Analysis and Urban Computing

SocialCom '13



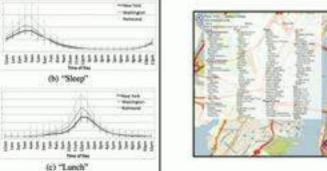




ICWSM '12







Thank you to my collaborators, students, and mentors!

Masters students

@ MIT/Harvard

Haystack Group at MIT CSAIL



















Undergraduate

students at MIT+







Industry Research











































Public Interest/Non-profit



























Re-imagining discussion systems to give users the power to be able to...

Summarize large discussions



wikum.org



tildachat.com

Place discussions in the right context



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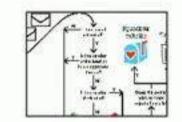


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squadbox.org



Amy X. Zhang

axz@mit.edu

@amyxzh
people.csail.mit.edu/axz

