Perspectives on CSCW 2017

Courtney Williams

Opening Keynote – Conversational Intelligence: Bots and Lessons Learned

- Lili Cheng (Microsoft Research)
- Xiaoice (China), Tay (US)
- Advanced conversational bots
- Bots for work, bots for fun? (Age predictor, pictures of doggos)
- Interesting problems for research:
  - Culture differences in the use of bots
  - Gender perception – bots as females?
  - Do people need to know when a bot is part of the conversation? Does that make them act differently?

Supporting Close Interpersonal Relationships

- Demanding by Design: Supporting Effortful Communication Practices in Close Personal Relationships
  - University of Bath & Open University
  - Important: Perceived effort (in a meaningful way)
    - Interesting design challenge: How to integrate transparent, meaningful effort in communication technology
      - But don't just make the technology purposefully difficult to use
    - Possible solutions: Snapchat, but with shaking?
    - Perspective: Design communication technology that is meaningful for certain subsets of the population?

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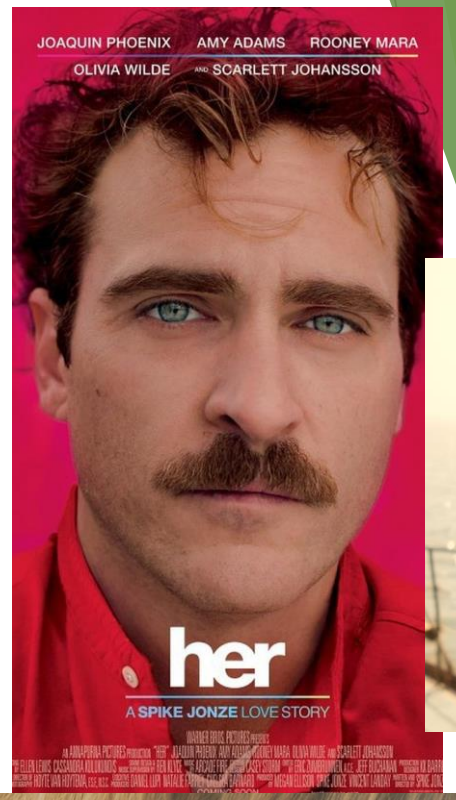
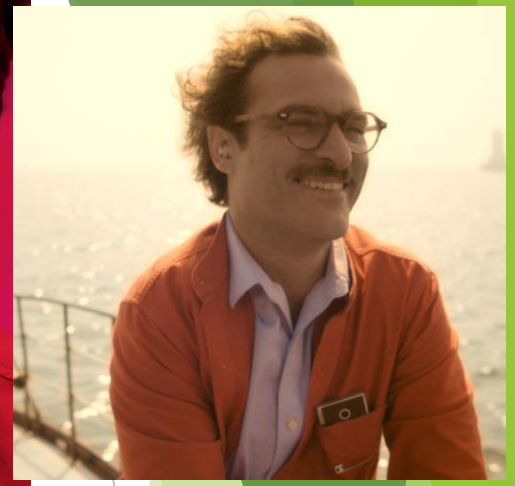
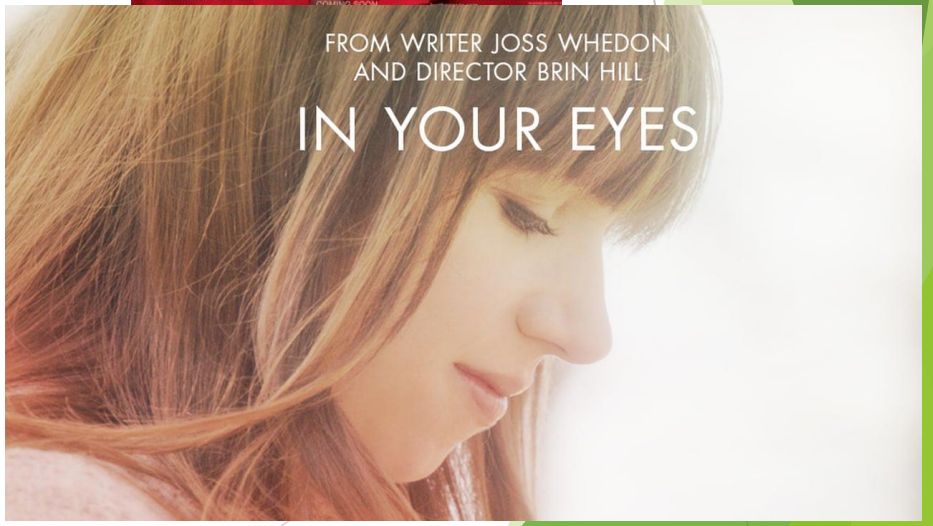
Supporting Close Interpersonal Relationships

- In Your Eyes: Anytime, Anywhere Video and Audio Streaming for Couples
  - Simon Fraser University
  - What is the effect of this technology for long-distance couples?
    - Pros: Sense of closeness, share new experiences together
    - Cons: Loss of privacy and independence, subjects broke up?
    - Perspective: What if the technology worked in the opposite direction?







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INQUIRE: Large-scale Early Insight Discovery for Qualitative Research

- UC Berkeley
- Uses natural language queries to search big data repositories of text for qualitative researchers
- LiveJournal – public personal diaries
- For early, exploratory phases
- Thoughts:
  - Different data sources
  - Demographics, inclusion/exclusion criteria
  - Fake/exaggerated accounts?
  - Ethics: Public, but not THAT public

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Algorithmic Mediation in Group Decisions: Fairness Perceptions of Algorithmically Mediated vs. Discussion-Based Social Division

- Carnegie Mellon University, Google
- 2 scenarios – Preparing for a “house party”, choosing snacks
  - Algorithmic decision, group decision
- Algorithms perceived as unfair
  - Algorithms vulnerable to manipulation in inputs
  - Groups can take into account personal limitations, “volunteering” for an unpleasant choice makes it fair
- How do we improve these algorithms to take this into account?
- Take-away: Provide justification for the algorithm’s decisions?

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Empowering Investors with Social Annotation When Saving for Retirement

- New York University, RAND Corporation
- Saving for retirement is difficult when financial documents that inform investment decisions are too complicated to decipher
  - Solution: Social Annotation? – comments from MTurk users on the side
  - Virtual investment game – Better performance in novices with commentary, little difference in experts
  - Perception: Vulnerable to trolling? Only expert commentary wanted?
  - If viable…. Applicable for maintaining health?

http://dl.acm.org/citation.cfm?id=2998253&CFID=908869102&CFTOKEN=72327188

Anyone Can Become a Troll: Causes of trolling Behavior in Online Discussions

- Stanford University, Cornell University
- Best Paper award winner
- Definition: Behavior that falls outside acceptable bounds defined by a discussion community
- Experiment: Political Articles about DNC, analysis of CNN comments
- Factors: Mood (frustrating situations), Context (are others trolling?)
- Past trolling: Strong indicator of future trolling
- Future research:
  - Out-of-control cycle (neg. context -> negative mood -> trolling -> negative context...)
  - How to combat trolling in “normal” people?

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Supporting Patient-Provider Collaboration to Identify Individual Triggers using Food and Symptom Journals

- University of Washington
- IBS patients track their diet, this data used to produce visualizations for nutrient intake vs symptom severity
  - Bar charts, parallel coordinates
- Results:
  - Physicians split over patients having access
  - Scared of appearing incompetent in front of patient
  - Excellent resource
- Perspective: Useful for treating many illnesses (Chron's/Collitis)
- Pre-emptive measure: Useful for diagnosis?

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“I’m so glad I met you”: Designing dynamic collaborative support for young adult cancer survivors

- University of Washington
- Young adult needs during “6 phases of survivorship”
- How they used technology to support these needs
  - Design future software tools to address these needs more effectively
- Plot hole: All participants were in the final stage at the time
  - Remember their needs in earlier stages differently, different perspective
  - How to gain access to participants in other stages
  - Interview participants over their journey, how this evolves over time

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Closing Keynote – The Science Gap

- Jorge Cham, PhD Comics
- PhD Comics as a tool for community – We're not alone!
- Research -> Society
  - SCIENTIST used COMMUNICATE
  - It's not very effective….
- Bypass the process: Animation
- Videos go viral – reach the broader audience
- Take-away: Get better at communicating…
  - Show the value in our work!