

DAY ONE – Wednesday, December 6, 2017 – Charles E. Young Research Library, UCLA			
8:00 AM – 9:00 AM	REGISTRATION; COFFEE AND LIGHT FARE 1 <sup>st</sup> Floor		
9:00 AM – 9:30 AM	OPENING REMARKS – Marcelo Suárez-Orozco, Wasserman Dean, Graduate School of Education and Information Studies; Jonathan Furner, Chair, Department of Information Studies; Sarah T. Roberts, Conference Convener - UCLA Main Conference Room		
9:30 AM – 10:30 AM	KEYNOTE – DAVID KAYE, UN Special Rapporteur on the Promotion and Protection of the Right to Freedom of Opinion and Expression CCM and Policy CCM and the Law “Whose Space is it Anyway? Content Moderation in the Shadow of Government Regulation” Main Conference Room		
10:45 AM – 11 AM	COFFEE BREAK 1 <sup>st</sup> Floor		
	Main Conference Room	West Classroom (2 <sup>nd</sup> Floor)	Executive Conference Room
11 AM – 12:30 PM	<p><b>UGM: User-Generated Moderation</b></p> <p><b>Moderator: Anna Lauren Hoffman</b> University of Washington</p> <p><b>Tracks:</b> Histories of Moderation CCM and Labor</p> <p><b>Sarah Gilbert</b> University of British Columbia <i>Exploring volunteer moderation in a large online community: Motivations and challenges of moderating r/AskHistorians</i> Histories of Moderation</p> <p><b>Lauren Hanson</b> Data &amp; Society <i>Report Post: The first line of defense against fake news</i> CCM and Labor</p> <p><b>Claudia Lo</b> Massachusetts Institute of Technology <i>When All You Have is a Banhammer: Towards a New Model of Online Volunteer Community Moderation</i> Histories of Moderation</p>	<p><b>Opacity, In/visibility and Activism</b></p> <p><b>Moderator: Jillian York</b> Electronic Frontier Foundation</p> <p><b>Tracks:</b> CCM and the Law Histories of Moderation CCM and Labor</p> <p><b>Morten Bay</b> University of California, Los Angeles <i>Facebook: How “black box” responses to algorithmic censorship errors threaten the freedom of the press</i> CCM and the Law</p> <p><b>Joan Donovan</b> Data &amp; Society <i>How do you moderate a movement?</i> Histories of Moderation</p> <p><b>Kyle Langvardt</b> University of Detroit Mercy School of Law <i>Regulating Online Content Moderation</i> CCM and the Law</p> <p><b>Martin Johannes Riedl, Gina M. Chen &amp; Kelsey N. Whipple, University of Texas at Austin:</b> <i>Menial, Meaningful, Miserable? Flow and the Effects of Incivility in Moderating Online News Comments</i> CCM and Labor</p>	<p><b>Making Methodological Progress in Studying Content Regulation (Roundtable)</b></p> <p><b>Tracks:</b> CCM and Policy</p> <p><b>Chair:</b> Nicolas Suzor Queensland University of Technology</p> <p><b>Participants:</b> Nathalie Maréchal University of Southern California</p> <p>Sarah Myers West University of Southern California</p> <p>Sarah T. Roberts University of California, Los Angeles</p> <p>Nicolas Suzor Queensland University of Technology</p>
12:45 PM – 1:45 PM	ON-SITE LUNCH 1 <sup>st</sup> Floor		

	Main Conference Room	West Classroom (2 <sup>nd</sup> Floor)	Presentation Room
2:00 PM – 3:30 PM	<p><b>Confronting Bias in Automated Content Moderation: Discursive, Technical, and Political Opportunities for Change</b></p> <p><b>Tracks:</b> CCM and Policy CCM Automation</p> <p><b>Chair:</b> Anna Lauren Hoffman University of Washington</p> <p><b>Participants:</b> Anna Lauren Hoffmann University of Washington</p> <p>Amanda Levendowski New York University</p> <p>Karen Levy Cornell University</p>	<p><b>Automating Responsibly: A Discussion of Current Approaches and Pitfalls in Moderation Mechanisms</b></p> <p><b>Tracks:</b> CCM Automation</p> <p><b>Chair:</b> Libby Hemphill University of Michigan</p> <p><b>Participants:</b> Jill Dimond Sassafras Tech Collective</p> <p>Eric Gilbert University of Michigan</p> <p>Kishonna Gray Arizona State University</p> <p>Mark Handel Facebook</p> <p>Libby Hemphill University of Michigan</p>	<p><b>Global Moderation: Transnational Policies; Local Applications</b> Moderator: Nathalie Maréchal, University of Southern California</p> <p><b>Tracks:</b> CCM and the Law Histories of Moderation CCM and Policy</p> <p><b>Hannah Bloch-Wehba, Yale Law School Media Freedom &amp; Information Access Clinic: Global Speech Governance</b> CCM and the Law</p> <p><b>Amy C. Johnson, Amherst College: Some Perils of Platform Policies as Global Tools of Governance: A Multilingual Analysis of Twitter's Policy Documentation</b> Histories of Moderation</p> <p><b>Hyun Soo Na and Yon Kyu Park, Korea Internet Self-governance Organization (KISO): Efforts for fairness in search terms in Korea: Focusing on self-regulation</b> CCM and Policy</p> <p><b>Yoehan Oh, Seoul National University: Consequences of Silent Overmoderation and Deliberate Undermoderation: A trending service's moderators and their enactment of boundaries between users and misusers</b> Histories of Moderation CCM and Policy</p>
3:45 PM – 4:00 PM	COFFEE BREAK 1 <sup>st</sup> Floor		
4:00 PM – 5:15 PM	<p><b>PLENARY – CCM JOURNALISTS: (un)Covering Moderation, (un)Covering the Valley</b> Journalism: Covering CCM</p> <p><b>David Ingram, Reuters; Olivia Solon, The Guardian; Lauren Weber, Wall Street Journal</b> Moderators: Sarah T. Roberts and Safiya U. Noble Main Conference Room</p>		
5:30 PM – 7:30 PM	RECEPTION – UCLA FACULTY CENTER California Room		

DAY TWO – THURSDAY, December 7, 2017 – Charles E. Young Research Library, UCLA			
9:30 AM – 10:30 AM	<b>KEYNOTE DAY 2 – REBECCA ROE, Attorney at Law for Plaintiff in Microsoft Case, Washington State</b> <b>CCM and the Law CCM and Labor</b> “Dark Shadows, Dark Web” <b>Main Conference Room</b>		
10:45 AM – 11:00 AM	COFFEE BREAK <b>1<sup>st</sup> Floor</b>		
	<b>Main Conference Room</b>	<b>West Classroom (2<sup>nd</sup> Floor)</b>	<b>Presentation Room</b>
11 AM-12:30 PM	<b>Content Moderation: A Topical Tour (Lightning Talks/Live Demo/Paper)</b> <b>Moderator: Sarah Myers West</b> <b>University of Southern California</b>  <b>Matthew Bui, University of Southern California:</b> <i>Digital Spaces and Urban Places: Geospatial Applications and the Moderation of Urban Politics</i> <b>CCM and Policy CCM Automation</b>  <b>Joan Donovan, Data &amp; Society: Dead Reckoning: Media in the Wake of Fake News</b> <b>CCM and Policy Journalism: Covering CCM</b>  <b>Diana L. Ascher, Information Ethics &amp; Equity Institute: New Yellow Journalism: Automated CCM in the Newsroom</b> <b>Journalism: Covering CCM Histories of Moderation</b>  <b>Emma Llanso, Center for Democracy and Technology: Mixed Messages? The Limits of Automated Social Media Content</b> <b>CCM and Policy CCM Automation</b>  <b>D. Yvette Wohn, New Jersey Institute of Technology: Content Moderation in Livestreaming Micro Communities: Emotional tolls</b> <b>CCM and Policy Histories of Moderation</b>  <b>Stuart Geiger, University of California, Berkeley: What to do with an open, transparent box? A whirlwind tour through Wikipedia’s algorithmic moderation infrastructure</b> <b>CCM and Policy</b>	<b>Conceptualizing Ethics, Fairness and Biases in Moderation Practices</b> <b>Moderator: Ruth Livier Nuñez</b> <b>University of California, Los Angeles</b>  <b>Tracks:</b> <b>Histories of Moderation CCM and Policy</b> <b>CCM Automation</b>  <b>Jonathan Pace, University of Pennsylvania:</b> <i>Fraud and Regulation on Craigslist</i> <b>Histories of Moderation</b>  <b>Emily Witt, Salesforce: “Moderation Machine”:</b> <i>Intervention and Reflection on Online Harassment</i> <b>CCM Automation</b>  <b>Luli Radfaher, Universidade de São Paulo:</b> <i>Global Village, Reversed: Moderated Social Networks Compelling the Whole World to Act Like Small</i> (via video/Skype) <b>CCM and Policy</b>  <b>Lindsay Blackwell, University of Michigan (presented by Mark Handel, Facebook): What Makes a Bad Actor? Online Harassment and Redress</b> <b>Histories of Moderation</b>	<b>WFH FTW! Managing a Diverse Distributed Moderation Workforce</b>  <b>Tracks:</b> <b>CCM and Labor</b>  <b>Chair:</b> Jennifer M. Puckett <b>The Social Element</b>  <b>Participants:</b> Katherine Mancuso <b>The Social Element</b>  Jennifer M. Puckett <b>The Social Element</b>  Ellen Steuer <b>The Social Element</b>
12:45 PM – 1:45 PM	ON-SITE LUNCH <b>1<sup>st</sup> Floor</b>		

	Main Conference Room	West Classroom (2 <sup>nd</sup> Floor)	Presentation Room
2:00 PM – 3:30 PM	<p><b>Users, Beware: Moderation Mishaps, Gaming, Failures and Danger Zones</b></p> <p><b>Moderator:</b> Morten Bay University of California, Los Angeles</p> <p><b>Tracks:</b> CCM and Policy CCM Automation Histories of Moderation</p> <p><b>Matthew Bui, University of Southern California:</b> <i>Moderation, Ratings and Gentrification: A Yelp Case Study from Los Angeles</i> CCM and Policy</p> <p><b>Karen Frost-Arnold, Hobart &amp; William Smith Colleges:</b> <i>Against Neutrality in Moderation</i> CCM and Policy</p> <p><b>Daniel Griffin, University of California, Berkeley:</b> <i>Immoderate Intermediation</i> CCM and Policy CCM Automation Histories of Moderation</p> <p><b>Benjamin Medeiros, University of Central Arkansas:</b> <i>Consumer Guide or Protest Forum? Policing Political Speech on Consumer Review Sites</i> CCM and Policy</p>	<p><b>Guiding Principles for the Future of Moderation (Roundtable)</b></p> <p><b>Tracks:</b> CCM and Policy</p> <p><b>Chair:</b> Nicolas Suzor Queensland University of Technology</p> <p><b>Participants:</b> Tarleton Gillespie Microsoft Research</p> <p>Sarah Myers West University of Southern California</p> <p>Nicolas Suzor Queensland University of Technology</p> <p>Jillian York Electronic Frontier Foundation</p>	<p><b>Capabilities and Limitations of Automated Social Media Sentiment Analysis</b></p> <p><b>Tracks:</b> CCM Automation</p> <p><b>Conveners/Presenters:</b></p> <p>Emma Llanso Center for Democracy &amp; Technology</p> <p>Anna Loup Center for Democracy &amp; Technology</p>
3:45 PM – 4:00 PM	COFFEE BREAK 1 <sup>st</sup> Floor		
4:00 PM – 5:00 PM	<p><b>PLENARY DAY 2 – CCM WORKERS: Tales from the Moderation Screen</b></p> <p>CCM and Labor</p> <p><b>Rasalyn Bowden, former Content Review Training Supervisor, Myspace and Rochelle LaPlante, Amazon Mechanical Turk and co-founder, MTurkCrowd.com</b> Moderators: Sarah T. Roberts and Safiya U. Noble</p> <p><b>Main Conference Room</b></p>		
5:05 PM – 5:30 PM	<p>Closing Remarks <b>Safiya U. Noble</b></p> <p>Thanks and Adjournment <b>Sarah T. Roberts</b></p> <p><b>Main Conference Room</b></p>		