



JOSEPH SEERING

CONTACT

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EDUCATION

- EXPECTED August 28, 2020: PhD in HUMAN-COMPUTER INTERACTION, **Carnegie Mellon University**
- MAY 2018 MS in HUMAN-COMPUTER INTERACTION, **Carnegie Mellon University**
- MAY 2013 BA in SOCIAL STUDIES, **Harvard University**

PUBLICATIONS & PRESENTATIONS

PUBLISHED CONFERENCE AND JOURNAL PAPERS:

- Luria, M., **Seering, J.**, Forlizzi, J., and Zimmerman, J. (2020, April), Designing Chatbots as Community-Owned Agents. In Proceedings of the 2020 Conference on Conversational User Interfaces (CUI).
- **Seering, J.**, Hammer, J., Kaufman, G., and Yang, D. (2020, April), Proximate Social Factors in First-Time Contribution to Online Communities. In Proceedings of the 2020 SIGCHI Conference on Human Factors in Computing Systems (CHI).
- **Seering, J.**, Luria, M., Ye, C., Kaufman, G., and Hammer, J. (2020, April), It Takes a Village: Integrating an Adaptive Chatbot into an Online Gaming Community. In Proceedings of the 2020 SIGCHI Conference on Human Factors in Computing Systems (CHI).
- Yu, B., **Seering, J.**, Spiel, K., and Watts, L. (2020, April), “Taking Care of a Fruit Tree”: Nurturing as a Layer of Concern in Online Community Moderation. Extended Abstracts of the 2020 CHI Conference on Human Factors in Computing Systems.
- **Seering, J.***, Mayol, R.,* Harpstead, E., Chen, T., Cook, A., and Hammer, J. (2019, Oct), Peer Feedback Processes in the Game Industry. In Proceedings of ACM CHI PLAY 2019, Barcelona, Spain.

- Harpstead, E., Rios, J.S., **Seering, J.**, and Hammer, J. (2019, Oct), Toward a Twitch Research Toolkit: A Systematic Review of Approaches to Research on Game Streaming. In Proceedings of ACM CHI PLAY 2019, Barcelona, Spain.
- Flores-Saviaga, C., Hammer, J., Flores, J.P., **Seering, J.**, Reeves, S., and Savage, S. (2019, Sept), Audience and Streamer Participation at Scale on Twitch. In Proceedings of ACM HT 2019, Hof, Germany.
- **Seering, J.**, Fang, T., Damasco, L., Chen, M., Sun, L., and Kaufman, G. (2019, Apr), Impacts of User Interface Elements on Online Commenting Behaviors. In Proceedings of the 2019 SIGCHI Conference on Human Factors in Computing Systems (CHI).
- **Seering, J.**, Luria M., Kaufman, G., and Hammer, J. (2019, Apr), Beyond Dyadic Interactions: Considering Chatbots as Community Members. In Proceedings of the 2019 SIGCHI Conference on Human Factors in Computing Systems (CHI).
- Yang, D., Yao, Z., **Seering, J.**, and Kraut, R. E. (2019, May), The Channel Matters: Self-disclosure, Reciprocity and Social Support in Online Cancer Support Groups. In Proceedings of the 2019 SIGCHI Conference on Human Factors in Computing Systems (CHI). **Best Paper Honorable Mention** ¶
- **Seering, J.**, Wang, T., Yoon, J., and Kaufman, G. (2019), Moderator Engagement and Community Development In the Age of Algorithms. *New Media & Society*, 21(7), 1417–1443.
- **Seering, J.**, Ng, F., Yao, Z., and Kaufman, G. (2018, Nov), Applications of Social Identity Theory to Research and Design in Computer-Supported Cooperative Work. In Proceedings of the 21st conference on Computer Supported Cooperative Work & Social Computing, Jersey City, NJ. ACM. **Best Paper Award** ¶
- **Seering, J.**, Flores, J.P., Savage, S., and Hammer, J. (2018, Nov) The Social Roles of Bots: Evaluating Impact of Bots on Discussions in Online Communities. In Proceedings of the 21st conference on Computer Supported Cooperative Work & Social Computing, Jersey City, NJ. ACM.
- Glickman, S., McKenzie, N., **Seering, J.**, Moeller, R., and Hammer, J. (2018, Oct) Design Challenges for Livestreamed Audience Participation Games. In Proceedings of ACM CHI PLAY 2018, Melbourne, Australia. **Best Paper Honorable Mention** ¶
- **Seering, J.**, Savage, S., Eagle, M., Churchin, J., Moeller, R., Bigham, J., and Hammer, J. (2017, June), Audience Participation Games: Blurring the Line Between Player and Spectator. In Proceedings of Designing Interactive Systems 2017, Edinburgh, Scotland, ACM.
- **Seering, J.**, Kraut, R. E., and Dabbish, L. (2017, Feb), Shaping Pro and Anti-Social Behavior on Twitch Through Moderation and Example-Setting. In Proceedings of the 20th conference on Computer Supported Cooperative Work & Social Computing, Portland, Oregon. ACM. **Best Paper Honorable Mention** ¶
- **Seering, J.**, Willcox, K., & Huang, L. (2015, June), Mapping Outcomes in an Undergraduate Aerospace Engineering Program. In proceedings of the 2015 ASEE Annual Conference and Exposition, Seattle, Washington. 10.18260/p.24467

PAPERS IN PREPARATION AND SUBMISSION:

- **Seering, J.**, and Kaufman, G. (In preparation for submission to CSCW 2020), Organizational Perspectives on Content Moderation Processes.
- **Seering, J.**, Kaufman, G., and Chancellor, C. (In preparation for submission to New Media & Society), Metaphors in Moderation: Understanding the Mental Models of Volunteer Community Moderators in Online Communities.
- Kaufman, G., and **Seering, J.** (In preparation for submission to ACM ToCHI), Ethics and Transparency in Implicit Persuasive Interventions for Content Moderation

DOCTORAL COLLOQUIUM:

- **Seering, J.** Building More Positive Online Communities through Improving Moderation and Strengthening Social Identity. ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '19). Austin, TX, USA. Nov 2019.

CONFERENCE PRESENTATIONS, POSTERS, AND WORKSHOP PAPERS:

- **Seering, J.** (2019, May), Chatbots for Engagement and Play on Twitch. Workshop paper presented at the 2019 CHI Conference on Human Factors in Computing Systems, Glasgow, Scotland. ACM
- **Seering, J.**, and Kaufman, G. (2018, June), Experimenting with Harassment: Ethical Questions in Studying Bad Behaviors Online. Workshop paper presented at the the 12th International AAAI Conference on Web and Social Media, Stanford, California. AAAI.
- **Seering, J.**, and Kaufman, G. (2018, Apr), The Importance of Looking Closer: Understanding Motivations for Bad Behavior Online. Workshop paper presented at the 2018 CHI Conference on Human Factors in Computing Systems, Montreal, Canada. ACM.
- **Seering, J.**, and Kaufman, G. (2017, Feb), Social Identity Theory and Computer-Supported Cooperative Work. Workshop paper presented at the 20th conference on Computer Supported Cooperative Work & Social Computing, Portland, Oregon. ACM.
- **Seering, J.**, and Dabbish, L. (2016, March), Exploring Identity Signals on an Anonymous Mobile Posting App. Workshop paper presented at the 19th conference on Computer Supported Cooperative Work and Social Computing, San Francisco, California. ACM.
- Lieberman, C., **Seering, J.**, and Willcox, K. (2014, June). Mapping of learning outcomes across the MIT undergraduate curriculum. Poster session presented at the 10th International CDIO Conference, Barcelona, Spain, June 15-19 2014.

WORKSHOPS ORGANIZED:

- *Volunteer Work: Mapping the Future of Moderation Research*, CSCW '19
- *Managing and Designing for Norms in Online Communities*, ICWSM '19

INVITED BOOK REVIEWS:

- Seering, J. (2019, June), Book Review: Custodians of the Internet: Platforms, Content Moderation, and the Hidden Decisions That Shape Social Media. Convergence.

OTHER WORK:

- Willcox, K., Sarma, S., and Lippel, P. et al. (2016, May). Online Education: A Catalyst for Higher Education Reforms. Accessed at <https://oepi.mit.edu/literature/reports/>.
- **Seering, J.** (Unpublished, 2013). Practical Goals: A Case Study in Understanding and Judging Objectives in Higher Education. Senior Thesis, Harvard College.

AWARDS

- K&L Gates Presidential Fellowship in Ethics and Computational Technologies
- Carnegie Mellon University Presidential Fellowship
- CHI 2019 Best Paper Honorable Mention
- CSCW 2018 Best Paper Award
- CHI PLAY 2018 Best Paper Honourable Mention
- CSCW 2017 Best Paper Honorable Mention
- High honors for undergraduate thesis, Harvard College

INVITED TALKS

- March 2019: *Building more cohesive online communities*. Stanford University, Palo Alto CA.
- November 2018: *Academic research on Twitch: Who, What, and What Next?* Twitch, San Francisco CA.
- November 2018: *Facilitating tolerance on social platforms*. YouTube, San Bernardino CA.
- November 2018: *Impact of platform features on moderation and governance*. Discord, San Francisco CA.
- February 2018: *Trolls?*. 05-320: Social Web, Human-Computer Interaction Institute, Pittsburgh PA.

SERVICE:

- Co-ran 3-day workshop on *Identifying and Counteracting “Dark Patterns” in UX/UI* in Fall 2019 at the CMU OurCS conference for undergraduate women in computing
- HCII Faculty Hiring Committee Student Representative, 2018-2019 academic year
- Co-organizer of “Ethics in advanced technology” discussion session, Fall 2018
- Co-founded and ran CMU Social Computing Reading Group, Fall 2017 - Fall 2018.
- Hosted “*tech ethics in the curriculum*” *ad-hoc lunch* at 2018 ACM CHI conference
- Co-ran 3-day workshop on *Developing technology to combat harassment* in Fall 2017 at the CMU OurCS conference for undergraduate women in computing
- CMU HCII faculty meeting liaison, Fall 2016-Fall 2017
- CMU HCII PhD-Masters student liaison, Fall 2018-present

STUDENT ADVISING:

SELECTED MASTERS STUDENT ADVISEES:

- Tony Wang, Masters in Human-Computer Interaction. Co-author on 2019 *New Media & Society* paper and ongoing research collaborator. Currently a UX Researcher at Google NYC.
- Tianmi Fang, Masters in Educational Technology and Learning Science. Co-author on 2019 CHI paper. Currently a UX Researcher/Designer at Shutterfly Inc.
- Luca Damasco, Masters in Human-Computer Interaction. Co-author on 2019 CHI paper. Co-founder of Wicklets and Adjunct Professor at Carnegie Mellon University.
- Likang Sun, Masters in Human-Computer Interaction. Co-author on 2019 CHI paper. Currently a UX Researcher at Bill.com (financial services).
- Tait Wayland, Masters in Human-Computer Interaction. Collaborator on work in progress on social rebukes on Reddit. Currently a Product Design Lead at IQM Corporation (political advertising and marketing).

SELECTED UNDERGRADUATE ADVISEES:

- Jina Yoon, Double Major in Computer Science and Media Studies, Brown University. Co-author on 2019 *New Media & Society* paper. Currently a Program Manager at Microsoft.
- Juan Pablo Flores Cortés, Major in Ingeniería en Computación, Universidad Nacional Autónoma de México. Co-author on two papers. Currently Field Expert LATAM at Github.
- Grace Yu, Major in Computer Science (in progress, class of 2020). Collaborator on work in progress on social rebukes on Reddit.
- Wenxia Sweeney, Major in Psychology and Neuroscience (in progress, class of 2020). Collaborator on work in progress on peer feedback in game design teams.
- Connie Ye, Double Major in Computer Science and Fine Art and Human-Computer Interaction (in progress, class of 2021). Co-author on paper in submission on chatbot design.

TEACHING EXPERIENCE

- Fall 2018: Co-developed and co-instructed new course with Professor Jeffrey P. Bigham, 05499A/05899A: **Human-AI Interaction**
- Spring 2018: Co-developed and tested **Social Dynamics in Distributed Work Groups** curriculum
- Fall 2017: Teaching Assistant for Professor Amy Ogan, 05410/05610: **User-Centered Research and Evaluation**
- Spring 2017: Teaching Assistant for Professor Jason Hong, 05320/05820: **Social Web**.

REVIEWING:

- CHI 2018, 2019, 2020

- CHI PLAY 2018, 2019
- CSCW 2018, 2019, 2020
- DiGRA 2018, 2019
- New Media & Society 2019
- ICWSM 2019
- ToCHI 2019

WORK EXPERIENCE

<i>Current</i> AUG 2015-	PhD Student at Carnegie Mellon University <i>Human-Computer Interaction</i> Studying social interaction in online platforms, focusing particularly on ways users deal with unwanted social behaviors. Seeking to understand how to design platforms that encourage users to behave positively toward each other, using both qualitative and quantitative methods.
JAN 2014- AUG 2015	Researcher in Online Learning <i>MIT, Aeronautics and Astronautics Department</i> Worked as a researcher for MIT's Online Education Policy Initiative, funded by a grant by the Carnegie Corporation. Performed an extensive review of the literature over several months to understand state-of-the-art perspectives on online learning from psychology, social science, and education, and presented the results of this review to the internal working group and to interested parties across MIT.
JUN 2013- AUG 2015	Research Analyst <i>MIT, Office of the Provost</i> Performed extensive survey research by assisting with writing, deploying, and analyzing more than fifteen surveys including the MIT Community Attitudes on Sexual Assault survey. Used statistical analysis tools including SPSS on large sets of data to answer research and administrative questions about student learning and social experiences. Analyzed and coded large volumes of textual responses to survey questions, both manually and with natural language processing algorithms written in Python.
JUN 2012- AUG 2012	Research Intern <i>Harvard University, Office of Institutional Research</i> Explored terminology used in learning objectives and used Python, MATLAB and statistical software to model linguistic relationships between a variety of terms in the relevant literature.
JUN 2011- AUG 2011	Quality Analyst Intern <i>QinetiQ North America</i> Worked to validate and verify reports on procedures related to quality control in a complex manufacturing environment.
OCT 2008- JUN 2009,	Intern in Statistical Engineering <i>Bose Corporation</i>

JUN 2010-
AUG 2010 | Used statistical tools to validate manufacturing processes and suggest assembly specifications. Focused specifically on minimizing failures by recommending proper torque settings for driving screws into different materials. Designed an 'intern curriculum,' specifying a progression of skills an intern would learn while in the department.

REFERENCES

Geoff Kaufman

Robert Kraut Assistant Professor of Social Computing, *Human-Computer Interaction Institute*, Carnegie Mellon University

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Jessica Hammer

Thomas and Lydia Moran Assistant Professor of Learning Science, *Human-Computer Interaction Institute* and *Entertainment Technology Center*, Carnegie Mellon University

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Michael Bernstein

Associate Professor, *Computer Science*, Stanford University

msb@cs.stanford.edu

Robert Kraut

Herbert A. Simon Professor Emeritus of Human-Computer Interaction, *Human-Computer Interaction Institute*, Carnegie Mellon University

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