

# Eshwar Chandrasekharan

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University of Illinois at Urbana-Champaign  
Department of Computer Science

## Research Interests

Using a combination of *computational techniques* and *social computing theories*, my research aims to make advances on the problem of online abuse, with a long-term goal of *making the Internet safer and more welcoming*. My current focus is on *detecting* and *discouraging online misbehavior* using statistical ML, human-AI collaboration systems and causal inference strategies.

**Topics:** Social Computing, HCI, Human-centered AI, Data Science, Statistical ML, Content Moderation.

## Education

- **Georgia Institute of Technology** Atlanta, GA  
*Ph.D. in Computer Science* Aug 2015 - May 2020
  - Thesis: *Combatting Abusive Behavior in Online Communities Using Cross-Community Learning*
  - Committee: Eric Gilbert (advisor), Amy Bruckman, Munmun De Choudhury, Jacob Eisenstein, Cliff Lampe
- **Indian Institute of Technology (IIT) Madras** Chennai, India  
*B.Tech & M.Tech in Computer Science and Engineering* 2010 - 2015
  - Thesis: *Footprints on Silicon: Explorations in Gathering Autobiographical Content*
  - Advisor: Sutanu Chakraborti

## Publications

### Heavily Peer-Reviewed Conference Proceedings:

- C.15 **ConvEx: A Visual Conversation Exploration tool for Discord Moderators**  
*CSCW 2023*.
  - Frederick Choi, Tanvi Bajpai, Sowmya Pratipati, **Eshwar Chandrasekharan**
- C.14 **Measuring User-Moderator Alignment on r/ChangeMyView**  
*CSCW 2023 [Best Paper]*.
  - Vinay Koshy, Tanvi Bajpai, **Eshwar Chandrasekharan**, Hari Sundaram, Karrie Karahalios
- C.13 **Conversational Resilience: Quantifying and Predicting Conversational Outcomes Following Adverse Events**  
*ICWSM 2022*.
  - Charlotte Lambert, Ananya Rajagopal, **Eshwar Chandrasekharan**
- C.12 **Harmonizing the Cacophony: An Affordance-aware Framework of Platform Moderation**  
*CSCW 2022*.
  - Tanvi Bajpai, Drshika Asher, Anwesa Goswami, **Eshwar Chandrasekharan**

- C.11 **Quarantined! Examining the Effects of a Community-Wide Moderation Intervention on Reddit**  
*TOCHI 2021.*  
– Eshwar Chandrasekharan, Shagun Jhaver, Amy Bruckman, Eric Gilbert
- C.10 **Conversations Gone Alright: Predicting Prosocial Outcomes in Online Conversations**  
*WWW 2021.*  
– Jiajun Bao, Junjie Wu, Yiming Zhang, Eshwar Chandrasekharan and David Jurgens
- C.9 **Synthesized Social Signals: Computationally-Derived Social Signals from Account Histories**  
*CHI 2020.*  
– Jane Im, Sonali Tandon, Eshwar Chandrasekharan, Taylor Denby, Eric Gilbert
- C.8 **Still out there: Modeling and Identifying Russian Troll Accounts on Twitter**  
*WebSci 2020 [Acceptance rate: 27%] - Best Paper Award Runner Up*  
– Jane Im, Eshwar Chandrasekharan, Jackson Sargent, Paige Lighthammer, Taylor Denby, Ankit Bhargava, Libby Hemphill, David Jurgens, Eric Gilbert
- C.7 **Crossmod: A Cross-Community Learning-based System to Assist Reddit Moderators**  
*CSCW 2019.*  
– Eshwar Chandrasekharan, Chaitrali Gandhi, Matthew Wortley Mustelier, Eric Gilbert
- C.6 **A Just and Comprehensive Strategy for Using NLP to Address Online Abuse**  
*ACL 2019. [Acceptance rate: 24%]*  
– David Jurgens, Eshwar Chandrasekharan , Libby Hemphill
- C.5 **Prevalence and Psychological Effects of Hateful Speech in Online College Communities**  
*WebSci 2019.*  
– Koustuv Saha, Eshwar Chandrasekharan, Munmun De Choudhury
- C.4 **The Internet’s Hidden Rules: An Empirical Study of Reddit Norm Violations at Micro, Meso, and Macro Scales**  
*CSCW 2018. [Acceptance rate: 27%]*  
– Eshwar Chandrasekharan, Mattia Samory, Shagun Jhaver, Hunter Charvat, Amy Bruckman, Cliff Lampe, Jacob Eisenstein, Eric Gilbert
- C.3 **You Can’t Stay Here: The Efficacy of Reddit’s 2015 Ban Examined Through Hate Speech**  
*CSCW 2017. [Acceptance rate: 27%]*  
– Eshwar Chandrasekharan, Umashanthi Pavalanathan, Anirudh Srinivasan, Adam Glynn, Jacob Eisenstein, Eric Gilbert
- C.2 **The Bag of Communities: Identifying Abusive Behavior Online with Preexisting Internet Data**  
*CHI 2017. [Acceptance rate: 25%]*  
– Eshwar Chandrasekharan, Mattia Samory, Anirudh Srinivasan, Eric Gilbert
- C.1 **Situated Anonymity: Impacts of Anonymity, Ephemerality, and Hyper-Locality on Social Media Platforms**  
*CHI 2017. [Acceptance rate: 25%]*  
– Ari Schlesinger, Eshwar Chandrasekharan, Christina Masden, Amy Bruckman, W Keith Edwards, Rebecca Grinter

### Lightly Peer-Reviewed, Non-archival papers:

- L.1 **Community Resilience: Quantifying the Disruptive Effects of Sudden Spikes in Activity within Online Communities**  
*CHI Late Breaking Work 2022.*  
– Jackie Chan, Aditi Atreyasa, Stevie Chancellor, **Eshwar Chandrasekharan**
- L.2 **Hybrid Approaches to Detect Comments Violating Macro Norms on Reddit**  
*arXiv. Dataset paper 2019.*  
– **Eshwar Chandrasekharan**, Eric Gilbert
- L.3 **Footprints on Silicon: Explorations in Gathering Autobiographical Content**  
*CICLing 2015 (IJCLA). [Acceptance rate: 34%]*  
– **Eshwar Chandrasekharan**, Sutanu Chakraborti

### Workshops Organized:

- W.1 **Volunteer Work: Mapping the Future of Moderation Research**  
*CSCW 2019. [Accepted as a full-day workshop]. ACM Extended Abstract.*  
– Charles Kiene, Shagun Jhaver, **Eshwar Chandrasekharan**, Bryan Dosono, Brianna Dym, Sarah Gilbert, Jialun “Aaron” Jiang, Kat Lo, Joseph Seering, Kenny Shores, Donghee “Yvette” Wohn
- W.2 **Managing and Designing for Norms in Online Communities**  
*ICWSM 2019. [Accepted as a full-day workshop]*  
– Joseph Seering, Sanjay Kairam, **Eshwar Chandrasekharan**, Stevie Chancellor

## Awards & Achievements

- Best Paper Award at CSCW 2023.
- “List of Teachers Ranked as Excellent By Their Students” at the University of Illinois, Urbana-Champaign in Fall 2020, Spring 2021, Fall 2021, and Spring 2022.
- Won a research award of \$100,000 from Facebook Research for my proposal on “Measuring healthy online behavior” in 2020.
- Best Paper Award Runner Up at WebSci 2020.
- 2019 Foley Scholars Finalist at GVU Student Awards.
- Invited to attend the 2019 CSST Summer Institute at Rutgers University.
- 2015 Georgia Tech Graduate Research Assistantship (Full tuition for 5 years + stipend).
- Winner, South East Asia Regional Computer Confederation (SEARCC) International Schools’ Software Competition 2009 conducted by Computer Society of Sri Lanka, representing India at University of Colombo School of Computing, Colombo, Sri Lanka, 2009.

## Selected Press

- *Why deplatforming 8chan can be effective.* The Verge (2019)

- *CloudFlare dropping 8chan helps fight hate even if 8chan comes back.* MIT Technology Review (2019)
- *Reddit Limits Noxious Content by Giving Trolls Fewer Places to Gather.* The New York Times (2017)
- *Study finds Reddit's controversial ban of its most toxic subreddits actually worked.* TechCrunch (2017)
- *New Georgia Tech Research May Help Combat Abusive Online Comments.* Georgia Tech News Center (2017)

## Professional Experience

- **Assistant Professor**  
  - *Department of Computer Science, University of Illinois at Urbana-Champaign.* 2020 - present
- **Graduate Research Assistant**  
  - *School of Interactive Computing, Georgia Institute of Technology.* 2015 - 2020
    - Advisor: Eric Gilbert
    - Researching online abusive behavior and improving content moderation on Internet platforms using human-guided AI.
    - Area of work: Quantitative Research, Social Computing, AI, Causal Inference, Machine Learning
- **Health ML Intern - Engineering**  
  - *Twitter Inc.* May - Aug. 2018
    - Examined the landscape of incoming abuse reports on Twitter in a large-scale, empirical manner, in order to quantify the notion of *report quality*.
    - Identified the different types of abuse that are reported by users using a mixed-methods approach (computational and qualitative)
    - Presented approaches to build new ML tools to detect and discourage different types of abuse on the platform, and training the existing internal tools in a more nuanced manner.
    - Area of work: Machine Learning, Quantitative Research, Data Science
- **Data Science Intern**  
  - *BuzzFeed Inc.* May - Aug. 2017
    - Developed a human-machine collaboration service which informs BuzzFeed's content distribution strategy on Facebook
    - Built machine learning models to predict which BuzzFeed links would perform best on certain Facebook pages, and identify which pages to post on for the most content shares
    - Area of work: Data Science, Machine Learning
- **Software Development Engineer (SDE) Intern**  
  - *Amazon Development Center (India) Pvt. Ltd., Bangalore* May - July. 2013
    - Automated product Opinion summarization of Amazon Customer Reviews
    - Creating original content for product web pages to improve Search Engine Optimization
    - Area of work: Opinion Mining, Sentiment Analysis, Text Summarization

## Teaching Experience

- **Social Computing (CS598 EWS) - newly designed** University of Illinois Urbana-Champaign  
  - *Course instructor* Jan. - May 2021

- **Antisocial Computing (CS598 RBO) - newly designed** University of Illinois Urbana-Champaign  
*Course instructor* Aug. - Dec. 2020
- **Artificial Intelligence (OMSCS 6601)** Georgia Institute of Technology  
*Teaching Assistant* Jan. - Apr. 2019
  - Designed assignments, midterms, and examinations; office hours; tutorials; evaluations
  - Class of approx. 400 graduate students
- **Center for Teaching and Learning (CETL)** Georgia Institute of Technology  
*Minor in Higher Education* Jan. - Dec. 2017
  - Exposure to learner-centered teaching techniques honed my ability to design future curriculum.
  - Designed my own course on “Introduction to Data Science and Applications to Online Social Media”. My course portfolio includes a syllabus, assessment plan, sample lessons and assignments.
  - Led a micro-teaching session: Taught 20 PhD students in non-CS STEM fields fundamental data science concepts like collaborative filtering in Recommender systems.
- **Computing, Society and Professionalism (CS 4001)** Georgia Institute of Technology  
*Teaching Assistant* Aug. - Dec. 2017
  - Group discussions on ethical practices; evaluated assignments and examinations
  - Class of approx. 40 undergraduate students

## Invited Talks, Panels & Guest Lectures

- **“Proactive Approaches to Online Governance”** HCIC  
*Invited Talk: Annual Meeting on Supporting Online Trust and Safety, Privacy, and Security* June 2023
- **Panelist on “New Work on Community Driven Governance”** Yale Law School  
*Panel: Social Media Governance Initiative Spring 2023 Convening* March 2023
- **“Quantifying Outcomes in Online Conversations”** Google  
*Guest Speaker: Jigsaw* February 2022
- **Panelist on “Transparent Automated Content Moderation”** University of Illinois  
*Panel: TU Vienna Digital Humanism and Illinois EU Center Faculty Workshop* September 2021
- **“Understanding, building and evaluating social computing systems”** University of Minnesota  
*Guest lecture: HCI Methods* February 2021
- **Panelist on “Stories of refusal from within the corporate firm”** UC Berkeley  
*Panel: The Refusal Conference, AFOG* October 2020
- **“Combating trolling and online harassment”** University of Illinois  
*Guest lecture: Social spaces on the internet (CS598kgk)* September 2020
- **“Using Human-Centered AI to Combat Abusive Behavior on the Internet”** UMass Amherst  
*Talk: College of Information and Computer Sciences, Amherst, MA* April 2020
- **“Using Human-Centered AI to Combat Abusive Behavior on the Internet”** University of Illinois  
*Talk: Department of Computer Science, Urbana, IL* March 2020
- **“Using Human-Centered AI to Combat Abusive Behavior on the Internet”** University of Minnesota  
*Talk: Department of Computer Science, Minneapolis, MN* February 2020
- **“Using Human-Centered AI to Combat Abusive Behavior on the Internet”** UC Berkeley  
*Talk: Department of EECS, Berkeley, CA* February 2020
- **“Combating Online Abusive Behavior Using Cross-Community Learning”** University of Michigan  
*Talk: School of Information, Ann Arbor, MI* February 2019

- **“Effectiveness of *Banning* as a Moderation Strategy”** Twitter  
June 2018  
*Talk: Twitter HQ, San Francisco, USA*
- **“Twitter Data Mining and Analysis”** Georgia Institute of Technology  
April 2015  
*Guest Lecture: Social Computing (CS6474)*
- **“Mining the Web to predict Future Events”** IIT Madras  
July 2014  
*Guest Lecture: Artificial Intelligence & Database Laboratory, IIT Madras*

## Service & Mentoring

### Service.

- Organizing Committee - Local Arrangements Co-Chair @ CSCW 2019, Data Challenge Chair @ ICWSM 2022
- Program Committee - Associate Chair (AC) CHI 2024, Associate Chair (AC) CSCW 2020-21, PC member for: EMNLP 2020, WWW 2020, ALW 2018 (ACL'19), TRAC-1 (COLING'18)
- Reviewer - CHI 2017-'22, CSCW 2017-'20 & 2021-'22, ICWSM 2018-'20, ACL 2019-'20, TOCHI 2018, TSC 2019-'20

### Students Mentored.

- **University of Illinois.** *PhD-CS*: Charlotte Lambert, Fred Choi, Jackie Chan, Tanvi Bajpai; *MS-CS*: Dominic Jones, Harita Reddy; *BS-CS*: Drshika Asher\*, Sowmya Pratipati\*, Tue Do, Ishq Gupta, Ayaan Shah, Aarthi Balaji, Ananya Rajagopal, Anwesa Goswami, Clark Lu, Niharika Chintalapati, Jacqueline Chen. [\* = Awarded CS STARS at Illinois]
- **Georgia Tech.** *MS-CS*: Anirudh Srinivasan; *BS-CS*: Nancy Tao, Christine Shih, Iris Birman.
- **University of Michigan.** *MS-SI*: Chaitrali Gandhi, Sonali Tandon, Aljoharah Alfayez; *BS-SI*: Hunter Charvat, Taha Ziad, Katherine Mustelier, Yiming Zhang, Jiajun Bao, Junjie Wu, Michelle Lee, Shradha Reddy, Weiji Li, Aditya Manjusha Shylesh, Robert Kang.