Charlotte J. Lambert

cjl8@illinois.edu · charlottelambert.github.io

Research Objective

My research aims to make online spaces more welcoming to its users through the encouragement of healthy behaviors and improved methods of moderation. Currently, my focus is on exploring the ways in which positive feedback mechanisms on platforms like Reddit can help reinforce desirable content and support community health.

Keywords: Online communities, social computing, healthy behaviors, moderation, positive reinforcement

Education

- **University of Illinois Urbana-Champaign**   Urbana, IL
  Ph.D. in Computer Science   *2020-present*
  - Advisor: Eshwar Chandrasekharan
  - Research Interests: Social Computing, Natural Language Processing

- **Vassar College**   Poughkeepsie, NY
  Bachelor of Arts in Computer Science, Minors in Mathematics and Italian; GPA: 3.9/4.0   *2016-2020*
  - Thesis: *Temporal Exploration of the Proceedings of Old Bailey*
  - Research Advisors: Jonathan Gordon and Jennifer Walter

Publications

- **Does Positive Reinforcement Work?: A Quasi-Experimental Study of the Effects of Positive Feedback on Reddit.** CHI 2025.
  Charlotte Lambert, Koustuv Saha, and Eshwar Chandrasekharan

- **Creator Hearts: Investigating the Impact of Positive Signals from YouTube Creators in Shaping Comment Section Behavior.** CHI 2025.
  Frederick Choi, *Charlotte Lambert*, Vinay Koshy, Sowmya Pratipati, Tue Do, Eshwar Chandrasekharan

- **"Positive reinforcement helps breed positive behavior": Moderator Perspectives on Encouraging Desirable Behavior.** CSCW 2024.
  Charlotte Lambert, Frederick Choi, and Eshwar Chandrasekharan

- **Investigating How Gilds Were Employed on Reddit.** Poster at CSCW 2024.
  Charlotte Lambert, Yoshee Jain, Koustuv Saha, and Eshwar Chandrasekharan

- **Proactively Supporting Online Community Health Through Mechanisms of Positive Reinforcement.** Doctoral Abstract at CSCW 2024.
  Charlotte Lambert

- **Quantifying the Effects of Sudden Popularity via Algorithmic Curation.** ICWSM 2024.
  Jackie Chan, *Charlotte Lambert*, Frederick Choi, Stevie Chancellor, and Eshwar Chandrasekharan

- **Conversational Resilience: Quantifying and Predicting Conversational Outcomes Following Adverse Events.** ICWSM 2022.
  Charlotte Lambert, Ananya Rajagopal, and Eshwar Chandrasekharan

- **Inter-Sense: An Investigation of Sensory Blending in Fiction.** In First International Workshop on Multisensory Data & Knowledge: The 3rd Conference on Language, Data and Knowledge (2021)
  Corina R. Girju and *Charlotte Lambert*

- **Conversation-Level Resilience.** Poster in the First Workshop on NLP for Positive Impact: ACL-IJCNLP 2021
  Charlotte Lambert and Eshwar Chandrasekharan

- **Story Immersion: Toward Fiction Synesthesia for Enhanced Reader Empathy.** Presentation in Uncommon Senses Conference (2021)
  Corina R. Girju and *Charlotte Lambert*

Research Experience

- **Graduate Research Assistant**   Urbana, IL
  Department of Computer Science, University of Illinois Urbana-Champaign   *Fall 2021 - present*
  - Advisor: Eshwar Chandrasekharan
  - Area of Work: Human-Computer Interaction

- **Undergraduate Research Assistant** — Poughkeepsie, NY
  Department of Computer Science, Vassar College — *2018-2020*
  - Advisor: Jonathan Gordon; Project: *Computational Models of Literary Variation*
  - Area of Work: Natural Language Processing

- **Distributed Research Experiences for Undergraduates (DREU) Intern** — Urbana, IL
  Department of Computer Science, University of Illinois Urbana-Champaign — *Summer 2019*
  - Advisor: Julia Hockenmaier; Project: *Collaborative Dialogue in Minecraft*
  - Area of Work: Natural Language Processing, Machine Learning

- **Research Experiences for Undergraduates (REU) Intern** — Los Angeles, CA
  University of Southern California Institute for Creative Technologies — *Summer 2018*
  - Advisor: Jonathan Gratch, Gale Lucas; Project: *Impact of AI on User Psychology*
  - Area of Work: Artificial Intelligence

Professional Experience

- **Graduate Research Intern** — San Francisco, CA
  Twitch Interactive, Mentor: Ruth Toner — *Summer 2022*
  Worked on projects related to community health on the Twitch platform.

Teaching Experience

- **Computational Social Science (CS 498)** — University of Illinois Urbana-Champaign
  Teaching Assistant, Instructor: Eshwar Chandrasekharan — *Spring 2025*
  Lead lab activities; Facilitate class discussion; Grade student assignments and projects.

- **Intro Computing: Non-Tech (CS 105)** — University of Illinois Urbana-Champaign
  Co-Instructor, Instructors: Max Fowler, *Charlotte Lambert* — *Fall 2024*
  Co-lead lecture; Handle administrative tasks; Redesign lab assignments.

- **Intro Computing: Non-Tech (CS 105)** — University of Illinois Urbana-Champaign
  Teaching Assistant, Instructor: Colleen Lewis, Craig Zilles — *Spring 2023, Fall 2023, Spring 2024*
  Lead lab sections; Assist in group-work during lecture; Hold weekly office hours.

- **Discrete Math (CS 173)** — University of Illinois Urbana-Champaign
  Teaching Assistant, Instructor: Benjamin Cosman — *Spring 2021, Summer 2021, Fall 2022, Summer 2023*
  Guide weekly group discussions; Evaluate weekly exams; Hold weekly office hours.

- **Introduction to Computer Science (CS 125)** — University of Illinois Urbana-Champaign
  Teaching Assistant, Instructor: Dr. Geoffrey Challen — *Fall 2020*
  Co-led an optional weekly recap of course material for between 50 and 100 undergraduates.

Awards and Honors

- **Outstanding Teaching Assistant, Lifetime Award**, University of Illinois Urbana-Champaign — 2024
  Lifetime achievement award for one outstanding teaching assistant per year based on student rankings and faculty nomination.

- **Graduate Teacher Certificate** — *Spring 2024*
  University of Illinois Urbana-Champaign

- **Teacher Ranked as Excellent by Students** — *Spring 2023, Fall 2023, Spring 2024*
  University of Illinois Urbana-Champaign

- **C.W. Gear Outstanding Graduate Student**, University of Illinois Urbana-Champaign — 2023
  Award given to one graduate student who has demonstrated excellence in research and service.

- **ICWSM 2022 Virtual Scholarship** — 2022
  Scholarship awarded to virtual conference participants from underrepresented groups.

- **Saburo Muroga Endowed Fellowship**, University of Illinois Urbana-Champaign — 2020-2021
  Fellowship awarded to outstanding graduate students in computer science.

- **Graduated with Departmental Honors**, Vassar College — 2020
  Honors awarded to students nominated by the Computer Science Department for academic excellence.

- **Graduated with General Honors**, Vassar College — 2020
  Honors awarded to the top 20% of the graduating class.

- **Honorary Sigma Xi Nomination**, Vassar College — 2020
  Awarded to graduating seniors nominated based upon their research accomplishments and academic record.

Professional Service and Volunteering

- **Graduate Academy TA Training Co-Presenter** *August 2024, January 2025*
  University of Illinois Urbana-Champaign

- **Reviewer** *2025*
  CHI Conference on Human Factors in Computing Systems

- **Reviewer** *2025*
  The Web Conference (WWW)

- **Girls Build! Day Volunteer** *March 2023, August 2024*
  Chicago Architecture Center

- **Reviewer** *2024*
  Computer-Supported Cooperative Work (CSCW)

- **Reviewer** *2022, 2024, 2025*
  International AAAI Conference on Web and Social Media (ICWSM)

- **Girls Who Code Co-Lead Facilitator** *2021-2023*
  University of Illinois Urbana-Champaign

- **Sub-reviewer**
  "AAAI-MAKE: Combining Machine Learning and Knowledge Engineering Practice," AAAI Spring Symposium 2020, Stanford University

Languages

Italian (proficient); Spanish (reading)

Programming

Python, Java, LaTeX, C/C++, R, Matlab, Dr Racket/Scheme