CHARLOTTE J. LAMBERT cjl8@illinois.edu · charlottelambert.github.io

ACADEMIC INTERESTS

RESEARCH	Online communities are pervasive and have tangible impacts on their users' offline behavior and health. My research aims to make these spaces more welcoming to users through the encouragement of healthy behaviors and improved methods of moderation. I use quantitative and qualitative methods to understand the ways in which positive feedback mechanisms on platforms like Reddit can help reinforce desirable content and support community health. My interest also extends to system-building in pursuit of these research goals.
KEYWORDS	Human-Computer Interaction, online governance, positive reinforcement

EDUCATION

2026 (EXPECTED)	**UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN**
DEGREE	Ph.D. in Computer Science
PROPOSED THESIS	Proactively Encouraging Norms and Supporting Community Health
ADVISOR	Eshwar Chandrasekharan
RESEARCH INTERESTS	Human-Computer Interaction and Social Computing
2020	**VASSAR COLLEGE**
DEGREE	Bachelor of Arts in Computer Science, Minors in Mathematics and Italian
THESIS	Temporal Exploration of the Proceedings of Old Bailey
RESEARCH ADVISORS	Jonathan Gordon and Jennifer Walter

AWARDS AND HONORS

SPRING 2025 (UIUC)	**DR. SANDRA J. FINLEY TEACHER SCHOLAR CERTIFICATE**. Certificate earned by exploring teaching scholarship through an exploration of pedagogy.
2024 (UIUC)	**OUTSTANDING TEACHING ASSISTANT, LIFETIME AWARD**. Lifetime achievement awarded to one outstanding teaching assistant per year based on student rankings and faculty nomination.
SPRING 2024 (UIUC)	**GRADUATE TEACHER CERTIFICATE**. Certificate earned by developing teaching skills and engaging in reflective practice by documenting teaching experience, professional development, and constructive use of student feedback.
SPRING 2023; FALL 2023; SPRING 2024 (UIUC)	**TEACHER RANKED AS EXCELLENT BY STUDENTS**. Campus-wide award given to teachers based on student evaluations.
2023 (UIUC)	**C.W. GEAR OUTSTANDING GRADUATE STUDENT**. Award given to one graduate student who has demonstrated excellence in research and service.
2022 (ICWSM)	**ICWSM 2022 VIRTUAL SCHOLARSHIP**. Scholarship awarded to virtual conference participants from underrepresented groups.
2020-2021(UIUC)	**SABURO MUROGA ENDOWED FELLOWSHIP**. Fellowship awarded to outstanding graduate students in computer science.
2020 (VASSAR COLLEGE)	**GRADUATED WITH DEPARTMENTAL HONORS**. Honors awarded to students nominated by the Computer Science Department for academic excellence.
2020 (VASSAR COLLEGE)	**GRADUATED WITH GENERAL HONORS**. Honors awarded to the top 20% of the graduating class.
2020 (VASSAR COLLEGE)	**HONORARY SIGMA XI NOMINATION**. Awarded to graduating seniors nominated based upon their research accomplishments and academic record.

TEACHING EXPERIENCE

CS 598 (UIUC)

ONLINE MODERATION. 4 credit graduate-level course exploring current research into online communities and strategies for moderating them.

TEACHING ACTIVITIES

Designed new programming projects to teach modeling, system development, and data analysis in the context of online moderation; led lab section activities for students working on programming projects; guided and evaluated student research projects; facilitated group discussions on assigned readings; graded reading reflections, programming projects, and research projects.

SEMESETERS

- **Fall 2025** · Teaching Assistant: 17 students enrolled, instructed by Eshwar Chandrasekharan

CS 498 (UIUC)

COMPUTATIONAL SOCIAL SCIENCE. 3 or 4 credit course exploring Computational Social Science (CSS) research and teaching common approaches to CSS problems.

TEACHING ACTIVITIES

Designed new and refined existing lab assignments; taught CSS methods used in lab assignments; guided and evaluated student research projects; facilitated group discussions on assigned readings; graded reading reflections, lab assignments, and research projects.

SEMESETERS

- **Spring 2025** · Teaching Assistant: 28 students enrolled, instructed by Eshwar Chandrasekharan

CS 105 (UIUC)

INTRO COMPUTING: NON-TECH. 3 credit undergraduate-level course focused on teaching introductory Python and Excel concepts.

TEACHING ACTIVITIES

Co-led weekly lectures; refined existing lab assignments and developed new ones from scratch; held office hours for students in any section; led weekly lab sections; handled administrative tasks and managed groups of graduate teaching assistants.

SEMESETERS

- **Fall 2024** · **Instructor of Record**: 372 students enrolled, co-instructed by Max Fowler
- **Spring 2024** · Teaching Assistant: 301 students enrolled (92 in Lambert's sections), instructed by Colleen Lewis and Katie Cunningham
- **Fall 2023** · Teaching Assistant: 431 students enrolled (101 in Lambert's sections) , instructed by Craig Zilles
- **Spring 2023** · Teaching Assistant: 443 students enrolled (77 in Lambert's sections), instructed by Colleen Lewis

CS 173 (UIUC)

DISCRETE MATH. 3 credit undergraduate-level course introducing theoretical computer science concepts and focusing on proof-writing.

TEACHING ACTIVITIES

Guided weekly group discussions on problem sets; Graded weekly exams including short-answer questions and formal proofs; Held weekly office hours.

SEMESETERS

- **Summer 2023** (teaching assitant): 22 students enrolled, instructed by Naina Balepur
- **Fall 2022** · Teaching Assistant: 600 students enrolled, instructed by Ben Cosman
- **Summer 2021** · Teaching Assistant: 121 students enrolled , instructed by Carl Evans
- **Spring 2021** · Teaching Assistant: 700 students enrolled, instructed by Margaret Fleck and Ben Cosman

CS 125 (UIUC)

INTRODUCTION TO COMPUTER SCIENCE. 3 credit course teaching introductory Java concepts.

TEACHING ACTIVITIES

Co-led an optional weekly recap of course material for between 50 and 100 students; co-led an optional weekly homework support session; held 2 weekly office hours; virtually proctored weekly exams; reached out to support students struggling with the course material.

SEMESETERS

- **Fall 2020** · Teaching Assistant: 879 students enrolled, instructed by Geoffrey Challen.

PUBLICATIONS

ICWSM '26	Uncovering the Internet's Hidden Values: An Empirical Study of Desirable Behavior Using Highly-Upvoted Content on Reddit Agam Goyal, **Charlotte Lambert**, Yoshee Jain, and Eshwar Chandrasekharan
CHI '25	Does Positive Reinforcement Work?: A Quasi-Experimental Study of the Effects of Positive Feedback on Reddit **Charlotte Lambert**, Koustuv Saha, and Eshwar Chandrasekharan
CHI '25	Creator Hearts: Investigating the Impact Positive Signals from YouTube Creators in Shaping Comment Section Behavior Frederick Choi, **Charlotte Lambert**, Vinay Koshy, Sowmya Pratipati, Tue Do, and Eshwar Chandrasekharan
CSCW '24	"Positive reinforcement helps breed positive behavior": Moderator Perspectives on Encouraging Desirable Behavior **Charlotte Lambert**, Frederick Choi, and Eshwar Chandrasekharan
CSCW '24	Investigating How Gilds Were Employed on Reddit **Charlotte Lambert**, Yoshee Jain, Koustuv Saha, and Eshwar Chandrasekharan
CSCW '24	Proactively Supporting Online Community Health Through Mechanisms of Positive Reinforcement **Charlotte Lambert**
ICWSM '24	Understanding Community Resilience: Quantifying the Effects of Sudden Popularity via Algorithmic Curation Jackie Chan, **Charlotte Lambert**, Frederick Choi, Stevie Chancellor, and Eshwar Chandrasekharan
ICWSM '22	Conversational Resilience: Quantifying and Predicting Conversational Outcomes Following Adverse Events **Charlotte Lambert**, Ananya Rajagopal, and Eshwar Chandrasekharan
LDK '21	Inter-Sense: An Investigation of Sensory Blending in Fiction. Corina R. Girju and **Charlotte Lambert**
ACL '21 (POSTER)	Conversation-Level Resilience **Charlotte Lambert** and Eshwar Chandrasekharan
UNCOMMON SENSES '21	Story Immersion: Toward Fiction Synesthesia for Enhanced Reader Empathy. Corina R. Girju and **Charlotte Lambert**

RESEARCH EXPERIENCE

2020-PRESENT (UIUC)	**GRADUATE RESEARCH ASSISTANT.**
ADVISOR	Eshwar Chandrasekharan
PROJECT	Proactively Encouraging Norms and Supporting Community Health
AREA OF WORK	Human-Computer Interaction
2018-2021 (VASSAR COLLEGE)	**UNDERGRADUATE RESEARCH ASSISTANT.** Assisted on projects related to Natural Language Processing and data science.
ADVISOR	Jonathan Gordon
PROJECT	Computational Models of Literary Variation
AREA OF WORK	Natural Language Processing

Summer 2019 (UIUC)	**Distributed Research Experiences for Undergraduates (DREU) Intern**. Developed ML models to build fully interactive agents to communicate using natural language in a 3D environment.
Advisor	Julia Hockenmaier
Project	Collaborative Dialogue in Minecraft
Area of work	Natural Language Processing; Machine Learning
Summer 2018 (USC)	**Research Experiences for Undergraduates (REU) Intern**. Worked to create realistic AI agents capable of negotiating online with users and other AI agents.
Advisor	Jonathan Gratch, Gale Lucas
Project	Impact of AI on User Psychology
Area of work	Artificial Intelligence

Professional Experience

Summer 2022	**Graduate Research Intern at Twitch Interactive**. Worked on projects related to community health on the Twitch platform.
Mentor	Ruth Toner
Project	Worked on projects related to community health on the Twitch platform.

Professional Service, Volunteering, and Mentoring

	Undergraduate Research Mentorship at UIUC. Mentored undergraduate students on research projects related to HCI. Every mentee is a co-author on a published or under submission paper.
2022	Ananya Rajagopal
2023-present	Yoshee Jain
2025-present	Eunice Mok
August 2024; January 2025	**Graduate Academy TA Training Presenter at UIUC**. Led TA-training sessions intended to help first-time Computer Science TAs practice developing learning goals and handling difficult teaching scenarios.
	Reviewer.
2025; 2026	CHI Conference on Human Factors in Computing Systems
2025	The Web Conference (WWW)
2024; 2025	Computer-Supported Cooperative Work (CSCW)
2022; 2024; 2025	International AAAI Conference on Web and Social Media (ICWSM)
2020	"AAAI-MAKE: Combining Machine Learning and Knowledge Engineering Practice,"
March 2023; August 2024	**Girls Build! Day Volunteer at the Chicago Architecture Center**. Led teenage girls through engineering projects to inspire interest in computing fields.
2021-2023	**Girls Who Code Co-Lead Facilitator at UIUC**. Taught introductory programming to students grades 6-12 and mentor on individual data science projects.

Languages

Italian (proficient); Spanish (reading)

Programming

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