

Research Objective

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 (HCI), social computing, moderation, positive reinforcement

Education

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

Awards and Honors

- **Dr. Sandra J. Finley Teacher Scholar Certificate**, University of Illinois Urbana-Champaign Spring 2025
Develop teaching scholarship by exploring pedagogy from a discipline-based perspective.
- **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**, University of Illinois Urbana-Champaign Spring 2024
Develop teaching skills and reflective practice by documenting teaching experience, professional development, and constructive use of student feedback.
- **Teacher Ranked as Excellent by Students**, University of Illinois Urbana-Champaign Spring/Fall 2023, Spring 2024
- **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.

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

- **Online Moderation (CS 598)** University of Illinois Urbana-Champaign
Teaching Assistant, Instructor: Eshwar Chandrasekharan Fall 2025
Design programming projects; Lead lab activities; Guide and evaluate student research projects.
- **Computational Social Science (CS 498)** University of Illinois Urbana-Champaign
Teaching Assistant, Instructor: Eshwar Chandrasekharan Spring 2025
Design and 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
Lead lab sections; Assist in group-work during lecture; Hold weekly office hours.
Spring 2023, Fall 2023, Spring 2024
- **Discrete Math (CS 173)** University of Illinois Urbana-Champaign
Teaching Assistant, Instructor: Benjamin Cosman
Guide weekly group discussions; Evaluate weekly exams; Hold weekly office hours.
Spring 2021, Summer 2021, Fall 2022, Summer 2023
- **Introduction to Computer Science (CS 125)** University of Illinois Urbana-Champaign
Teaching Assistant, Instructor: Dr. Geoffrey Challen
Co-led an optional weekly recap of course material for between 50 and 100 undergraduates.
Fall 2020

Professional Service, Volunteering, and Mentoring

- **Undergraduate Mentorship** University of Illinois Urbana-Champaign
Yoshee Jain (Fall 2023-present) and Eunice Mok (Spring 2025-present)
- **Graduate Academy TA Training 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