

## Research Objective

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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

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- **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

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- **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

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- **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

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- **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

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- **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

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- **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.

## Professional Service, Volunteering, and Mentoring

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- **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

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Italian (proficient); Spanish (reading)

## Programming

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Python, Java,  $\text{\LaTeX}$ , C/C++, R, Matlab, Dr Racket/Scheme