

Eshwar Chandrasekharan

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Siebel School of Computing and Data Science
University of Illinois Urbana-Champaign

Research Interests

My research aims to *make the internet a safer and more welcoming place* by developing new scientific methods and computational tools. My current focus is on creating human-AI systems to facilitate social interactions on the Internet and promoting desirable online behavior.

Topics: Social Computing, Human-centered AI, HCI, Computational Social Science, NLP.

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*

Awards & Achievements

- National Science Foundation (NSF) CAREER Award (2025).
 - Project: “CAREER: Models and Methods to Help Online Communities Support Behaviors Aligned with Community Norms”
 - Award Amount: \$700,000
- Paper Awards:
 - Editor’s Pick for Notable Paper at TOCHI (2024)
 - Best Paper at CSCW (2023)
 - Honorable Mention at DIS (2024)
 - Best Paper Award Runner Up at WebSci (2020)
- “List of Teachers Ranked as Excellent By Their Students” at the University of Illinois Urbana-Champaign in: *Spring 2022, Fall 2021, Spring 2021, Fall 2020.*
- Facebook Research Award (2020).
 - Project: “Measuring healthy online behavior.”
 - Award amount: \$100,000

- Title VI award from European Union Center (EUC) at University of Illinois (2022).
 - Project: “Uses of Artificial Intelligence for Inclusive Online Interactions: New Course including Europeans partners.”
 - Award amount: \$5,000

Publications

**In the field of computer science, top-tier conferences, in addition to journals, are venues for publishing highly selective, double-blind, peer reviewed, archival publications. Supervised PhD, Masters, and undergraduate students while faculty at Illinois are underlined.*

Heavily Peer-Reviewed Conference and Journal Proceedings:

- C.32 **The Language of Approval: Identifying the Drivers of Positive Feedback Online**
CHI 2026
 – Agam Goyal, Charlotte Lambert, **Eshwar Chandrasekharan**
- C.31 **“Think about it like you’re a firefighter”:** Understanding How Reddit Moderators Use the Modqueue
CHI 2026
 – Tanvi Bajpai, **Eshwar Chandrasekharan**
- C.30 **Needling Through the Threads: A Visualization Tool for Navigating Threaded Online Discussions**
CHI 2026
 – Yijun Liu, Frederick Choi, **Eshwar Chandrasekharan**
- C.29 **Masking or Mitigating? Deconstructing the Impact of Query Rewriting on Retriever Biases in RAG**
ACL 2026
 – Agam Goyal, Koyel Mukherjee, Apoorv Saxena, Anirudh Phukan, **Eshwar Chandrasekharan**, Hari Sundaram
- C.28 **Examining Algorithmic Curation on Social Media: An Empirical Audit of Reddit’s r/popular Feed**
ICWSM 2026
 – Jackie Chan, Frederick Choi, Koustuv Saha, **Eshwar Chandrasekharan**
- C.27 **Uncovering the Internet’s Hidden Values: An Empirical Study of Desirable Behavior Using Highly-Upvoted Reddit Content**
ICWSM 2026
 – Agam Goyal, Charlotte Lambert, Yoshee Jain, **Eshwar Chandrasekharan**
- C.26 **MoMoE: Mixture of Moderation Experts Framework for AI-Assisted Online Governance**
EMNLP 2025 (Main)
 – Agam Goyal, Xianyang Zhan, Yilun Chen, Koustuv Saha, **Eshwar Chandrasekharan**
- C.25 **ArgCMV: An Argument Summarization Benchmark for the LLM-era**
EMNLP 2025 (Main)
 – Omkar Gurjar, Agam Goyal, **Eshwar Chandrasekharan**
- C.24 **Venire: A Machine Learning-Guided Panel Review System for Community Content Moderation**
CSCW 2025
 – Vinay Koshy, Frederick Choi, Yi-Shyuan Chiang, Hari Sundaram, **Eshwar Chandrasekharan**, Karrie Karahalios
- C.23 **The Chilling: Identifying Strategic Antisocial Behavior Online and Examining the Impact on Journalists**
CSCW 2025

- Yian Wang, Mukhilshankar Umashankar, **Eshwar Chandrasekharan**, Hari Sundaram
- C.22 **Does Positive Reinforcement Work?: A Quasi-Experimental Study of the Effects of Positive Feedback on Reddit**
CHI 2025
– Charlotte Lambert, Koustuv Saha, **Eshwar Chandrasekharan**
- C.21 **Creator Hearts: Investigating the Impact Positive Signals from YouTube Creators in Shaping...Behavior**
CHI 2025
– Frederick Choi, Charlotte Lambert, Vinay Koshy, Sowmya Pratipati, Tue Do, **Eshwar Chandrasekharan**
- C.20 **SLM-Mod: Small Language Models Surpass LLMs at Content Moderation**
NAACL 2025 (Main)
– Xianyang Zhan*, Agam Goyal*, Yilun Chen, **Eshwar Chandrasekharan**, Koustuv Saha
- C.19 **Measuring epistemic trust: Towards a new lens for democratic legitimacy, misinformation, and echo chambers**
CSCW 2024
– Dominic Zaun Eu Jones, **Eshwar Chandrasekharan**
- C.18 **“Positive reinforcement helps breed positive behavior”?: Moderator Perspectives on Encouraging Desirable Behavior**
CSCW 2024
– Charlotte Lambert, Frederick Choi, **Eshwar Chandrasekharan**
- C.17 **Understanding Community Resilience: Quantifying the Effects of Sudden Popularity via Algorithmic Curation**
ICWSM 2024
– Jackie Chan, Charlotte Lambert, Frederick Choi, Stevie Chancellor, **Eshwar Chandrasekharan**
- C.16 **Opportunities, Tensions, and Challenges in Computational Approaches to Addressing Online Harassment**
DIS 2024 **Honorable Mention**
– Evey Jiaxin Huang, Abhraneel Sarma, Sohyeon Hwang, **Eshwar Chandrasekharan**, Stevie Chancellor
- 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 2022 **Editor’s Pick for Notable Paper**
– **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 **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
- C.1 **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

Preprints and in-progress submissions:

- P.9 **Answer Bubbles: Information Exposure in AI-Mediated Search**
(under review)
 – Michelle Huang*, Agam Goyal*, Koustuv Saha, **Eshwar Chandrasekharan**
- P.8 **Social Simulacra in the Wild: AI Agent Communities on Moltbook**
(under review)
 – Agam Goyal, Olivia Pal, Hari Sundaram, **Eshwar Chandrasekharan**, Koustuv Saha
- P.7 **VASTU: Value-Aligned Social Toolkit for Online Content Curation**
(under review)
 – Agam Goyal, Xianyang Zhan, Charlotte Lambert, Koustuv Saha, **Eshwar Chandrasekharan**

- P.6 **PAIR-SAFE: A Paired-Agent Approach for Runtime Auditing and Refining AI-Mediated Mental Health Support**
(*under review*)
– Jiwon Kim, Violeta J. Rodriguez, Dong Whi Yoo, **Eshwar Chandrasekharan**, Koustuv Saha
- P.5 **The Hidden Toll of Social Media News: Causal Effects on Psychosocial Wellbeing**
(*under review*)
– Olivia Pal, Agam Goyal, **Eshwar Chandrasekharan**, Koustuv Saha
- P.4 **Beyond Throughput: Objectives and Tradeoffs in Volunteer Moderation**
(*under review*)
– Tanvi Bajpai, **Eshwar Chandrasekharan**
- P.3 **The Ranking Effect: How Algorithmic Rank Influences Attention on Social Media**
(*under review*)
– Jackie Chan, Frederick Choi, Koustuv Saha, **Eshwar Chandrasekharan**
- P.2 **Designing Usable Controls for Customizable Social Media Feeds**
(*under review*)
– Frederick Choi, **Eshwar Chandrasekharan**
- P.1 **Mind Your Ps and Qs: Supporting Positive Reinforcement in Moderation Through a Positive Queue**
(*under review*)
– Charlotte Lambert Choi, Agam Goyal, Eunice Mok, **Eshwar Chandrasekharan**

Lightly Peer-Reviewed, Non-archival papers:

- L.11 **From Plausible to Causal: Counterfactual Semantics for Policy Evaluation in Simulated Online Communities**
PoliSim@CHI 2026 **Best Paper Nominee**
– Agam Goyal, Yian Wang, **Eshwar Chandrasekharan**, Hari Sundaram
- L.10 **Voices Lost in the Algorithm: Improving Instagram’s Moderation of Mental Health Communities**
CSCW Companion 2025 (poster)
– Eunice Mok*, Yoshee Jain*, Sriya Gottiparthi*, **Eshwar Chandrasekharan**
- L.9 **Investigating How Gilds Were Employed on Reddit**
CSCW Companion 2024 (poster)
– Charlotte Lambert, Yoshee Jain, Koustuv Saha, **Eshwar Chandrasekharan**
- L.8 **LLM-Mod: Can Large Language Models Assist Content Moderation?**
CHI Late Breaking Work 2024
– Mahi Kolla, Siddharth Salunkhe, **Eshwar Chandrasekharan**, Koustuv Saha
- L.7 **What’s in a Social Computing Course: Analyzing Computer and Information Science Syllabi**
EduCHI '24: Proceedings of the 6th Annual Symposium on HCI Education
– Catherine Delcourt, Sukrit Venkatagiri, **Eshwar Chandrasekharan**
- L.6 **The Future of Research on Social Technologies: CCC Workshop Visioning Report**
Computing Community Consortium Workshop 2023, The Future of Research on Social Technologies
– Motahhare Eslami, Eric Gilbert, Sarita Schoenebeck, Eric P. S. Baumer, **Eshwar Chandrasekharan**, Michelle De Mooy, Karrie Karahalios, David Karger, Tressie McMillan Cottom, Andrés Monroy-Hernández, Loren Terveen, John Wihbey
- L.5 **Future of Workplace Conversational AI-driven Personal Assistants: Promises and Perils**
FIRE '23: Proceedings of the 15th Annual Meeting of the Forum for Information Retrieval Evaluation
– Koustuv Saha, **Eshwar Chandrasekharan**

- L.4 **Evolution of Rules in Reddit Communities**
CSCW Companion 2023 (poster)
 – Harita Reddy, **Eshwar Chandrasekharan**
- L.3 **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.1 **Footprints on Silicon: Explorations in Gathering Autobiographical Content**
CICLing 2015 (IJCLA). [Acceptance rate: 34%]
 – **Eshwar Chandrasekharan**, Sutanu Chakraborti

SIGs Organized:

- S.1 **Community-Driven Models for Supporting Research on Social Platforms**
CSCW Companion '24 [SIG at CSCW 2024]
 – Sanjay Kairam, Michael S. Bernstein, Amy Bruckman, Stevie Chancellor, **Eshwar Chandrasekharan**, Munmun De Choudhury, Casey Fiesler, Hanlin Li, Nicholas Proferes, Manoel Horta Ribeiro, C. Estelle Smith, Galen Weld

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

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

- **Computational Social Science (CS598 CSS)** University of Illinois Urbana-Champaign
Course instructor Fall 2024
- **Computational Social Science (CS498 SCU) - newly designed** University of Illinois Urbana-Champaign
Course instructor Spring 2024
- **Research Methods in HCI (CS598 SPH) - newly designed** University of Illinois Urbana-Champaign
Course instructor Fall 2023
- **Antisocial Computing (CS498 ASU)** University of Illinois Urbana-Champaign
Course instructor Fall 2022
- **Social Computing (CS598 SC)** University of Illinois Urbana-Champaign
Course instructor Spring 2022
- **Antisocial Computing (CS598 ECH)** University of Illinois Urbana-Champaign
Course instructor Fall 2021

- **Social Computing (CS598 EWS) - newly designed** University of Illinois Urbana-Champaign
Course instructor Spring 2021
- **Antisocial Computing (CS598 RBO) - newly designed** University of Illinois Urbana-Champaign
Course instructor Fall 2020
- **Center for Teaching and Learning (CETL)** Georgia Institute of Technology
Minor in Higher Education Jan. - Dec. 2017

Invited Talks, Panels & Guest Lectures

- **“Proactive Approaches to Foster Desirable Behavior Online”** Purdue University
Keynote Address: Symposium on Frontiers in Online Community Research September 2024
- **“Advances in Content Moderation Research”** University of Illinois Urbana-Champaign
Guest Lecture: Social Spaces on the Internet (CS 567) Fall 2024
- **“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
- **“Quantifying Prosocial Outcomes in Online Conversations”** Stanford University
Invited Talk: Stanford HCI Group July 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
Talk: Twitter HQ, San Francisco, USA June 2018
- **“Twitter Data Mining and Analysis”** Georgia Institute of Technology
Guest Lecture: Social Computing (CS6474) April 2015

- “Mining the Web to predict Future Events”
• *Guest Lecture: Artificial Intelligence & Database Laboratory, IIT Madras*

IIT Madras
July 2014

Service & Mentoring

Service.

- Organizing Committee: Local Arrangements Co-Chair - CSCW 2019, Data Challenge Chair - ICWSM 2022
- Program Committee: Associate Chair (AC) CHI 2024 & CHI 2025, 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 at Illinois. [* = Graduated; † = Awarded CS STARS at Illinois]

• PhD students:

- Agam Goyal [Fall 2024 - ongoing]
 - * Thesis: TBD
- Charlotte Lambert* [2021-2026]
 - * Thesis: “Fostering Healthier Online Communities through Positive Approaches to Moderation”
- Frederick Choi* [2021-2026]
 - * Thesis: “Designing Technologies to Support Moderation and Curation of Online Spaces at the Community and Individual Level”
- Jackie Chan* [2021-2026]
 - * Thesis: “Quantifying the Impacts of Algorithmic Ranking on Social Media Trending Feeds”
- Tanvi Bajpai* [2021-2025]
 - * Thesis: “Beyond the Black Box: Towards Bridging Theoretical Computer Science and Human-Computer Interaction”

• MS students:

- Omkar Gurjar* [2024-2025]
 - * Thesis: “Distilling Arguments: A Study of Human and LLM Persuasion in the Online Discourse”
- Dominic Jones* [2022-2023]
 - * Thesis: “Measuring Epistemic Trust: Towards a New Lens for Democratic Legitimacy, Misinformation, and Echo Chambers”
- Harita Reddy* [2022-2023]
 - * Thesis: “Studying Rule Trajectories in Reddit Communities”

- **Undergraduates:** Yoshee Jain[†], Eunice Mok[†], Sriya Gottiparthi[†], Aarohi Gupya, Sowmya Pratipati[†], Drshika Asher[†]*, Ayaan Shah*, Tue Do*, Ishq Gupta*, Ananya Rajagopal*, Aarthi Balaji*, Anwesa Goswami*, Clark Lu*, Niharika Chintalapati*, Jacqueline Chen*.