Lindsay Blackwell

Trust & Safety Operations Lead, *Mozilla*

Education	**University of Michigan** Ph.D., Information, 2025 B.A., English and Linguistics with High Honors, 2010

Dissertation
"Transforming Social Media Governance With Applied Theories of Justice"
Advised by Dr. Sarita Schoenebeck and Dr. Cliff Lampe
Committee: Dr. Nicole Ellison, Dr. Alice Marwick, and Dr. Sun Young Park

Employment
(select)

Mozilla
Trust & Safety Operations Lead, 2023–present

Yik Yak
Head of Trust & Safety, 2023

Sidechat
Head of Trust & Safety, 2022–2023

Twitter
Senior User Researcher, 2021–2022

Facebook
User Experience Researcher, 2017–2020

University of Michigan
Research Assistant, 2014–2018

Fluency Media
Assistant Director of Social Media, 2012–2014

Ingenex Digital Marketing
Social Media Director, 2012

Affiliations

Trust & Safety Professional Association
Member, 2022–present

Online SOS
Research Advisor, 2018–2021

Publications

Journal articles (peer-reviewed)

Schoenebeck, S. & **Blackwell, L.** (2021). Reimagining Social Media Governance: Harm, Accountability, and Repair. *Yale Journal of Law & Technology, 23.*

Blackwell, L., Ellison, N., Elliott-Deflo, N., & Schwartz, R. (2019). Harassment in Social Virtual Reality: Challenges for Platform Governance. *Proc. ACM Hum.-Comput. Interact., 3*(CSCW).

Blackwell, L., Ellison, N., Elliott-Deflo, N., & Schwartz, R. (2019). Harassment in Social Virtual Reality: Challenges for Platform Governance. *Proc. ACM Hum.-Comput. Interact., 3*(CSCW).

Ellison, N., **Blackwell, L.,** Lampe, C., & Trieu, P. (2016). "The Question Exists, But You Don't Exist With It": Strategic Anonymity in the Social Lives of Adolescents. *Social Media + Society, 2*(4).

Conference proceedings (peer-reviewed)

Rubin, J. D., **Blackwell, L.,** & Conley, T. D. (2020). Fragile Masculinity: Men, Gender, and Online Harassment. In *Proc. CHI 2020.*

Redmiles, E.M., Bodford, J., & **Blackwell, L.** (2019). "I Just Want to Feel Safe": A Diary Study of Safety Perceptions on Social Media. In *Proc. ICWSM '19.*

Blackwell, L., Chen, T., Schoenebeck, S., & Lampe, C. (2018). When Online Harassment is Perceived as Justified. In *Proc. ICWSM 2018.*

Blackwell, L., Hardy, J., Ammari, A., Veinot, T., Lampe, C., & Schoenebeck, S. (2016). LGBT Parents and Social Media: Advocacy, Privacy, and Disclosure during Shifting Social Movements. In *Proc. CHI 2016.* **Best Paper Honorable Mention**.

Blackwell, L., Gardiner, E., & Schoenebeck, S. (2016). Managing Expectations: Technology Tensions Among Parents and Teens. In *Proc. CSCW 2016.*

Schoenebeck, S., Ellison, N., **Blackwell, L.,** Bayer, J., & Falk, E. (2016). Playful Backstalking and Serious Impression Management: How Young Adults Reflect on Their Past Identities on Facebook. In *Proc. CSCW 2016.*

Book chapters

Vickery, J. R., Everbach, T., **Blackwell, L.,** Franks, M. A., Friedman, B., Gibbons, S., Gillespie, T., & Massanari, A. (2018). Conclusion: What Can We Do About Mediated Misogyny? In *Mediating Misogyny: Gender, Technology, and Harassment.* Palgrave Macmillan.

Publications

White papers

Marwick, A., **Blackwell, L.,** & Lo, K. (2016). *Best Practices for Conducting Risky Research and Protecting Yourself from Online Harassment.* Data & Society Research Institute.

Conference presentations (lightly reviewed)

Blackwell, L., *What Makes a Bad Actor? Online Harassment and Redress.* Presented at All Things in Moderation: The People, Practices and Politics of Online Content Review—Human and Machine (ATM '17).

Blackwell, L., Ashktorab, Z., Lo, K., & Lee, E. *Understanding Online Harassment: Definitions, Ethics, and Prevention.* Presented at the 2016 Grace Hopper Celebration of Women in Computing (GHC '16).

Ellison, N., **Blackwell, L.,** Trieu, P., Lampe, C., & Morioka, T. *Anonymous Online Interaction and its Benefits for Adolescents.* Presented at the 2016 Conference of the International Communication Association (ICA '16).

Posters (lightly reviewed)

Blackwell, L., Ellison, N., Elliott-Deflo, N., & Schwartz, R. (2019). *Harassment in Social VR: Implications for Design.* Presented at the 2019 IEEE Conference on Virtual Reality and 3D User Interfaces (IEEEVR 2019).

Blackwell, L., *Understanding People Who Engage In Online Harassment.* Presented at the Facebook User Experience Research Summit (UsERS '17).

Blackwell, L., *Designing Civil Futures: Online Harassment Interventions Influenced by Theories of Justice.* Presented at the 2017 Human Computer Interaction Consortium (HCIC '17).

Organized workshops

Gilbert, S. A., Fiesler, C., **Blackwell, L.,** Devito, M. A., Dye, M., Goddard, S., Gray, K., Nemer, D., & Smith, C.E. (2020). *Public Scholarship and CSCW: Trials and Twitterations.* Workshop at CSCW 2020.

Chancellor, S., Andalibi, N., **Blackwell, L.,** Nemer, D., & Moncur, W. (2019). Sensitive Research, Practice and Design in HCI. Workshop at CHI 2019.

Blackwell, L., Handel, M., Roberts, S. T., Bruckman, A., & Voll, K. (2018). *Understanding 'Bad Actors' Online.* Workshop at CHI 2018.

Workshop papers

Blackwell, L. (2018). Ethics of Industry Collaboration. In *Exploring Ethical Trade-Offs in Social Media Research* (ICWSM '18).

Publications   *Workshop papers, cont.*

Blackwell, L. (2017). Understanding Online Harassment: Interventions Influenced by Theories of Justice. In *Conceptualizing, Creating, & Controlling Constructive and Controversial Comments: A CSCW Research-athon* (CSCW '17).

Invited panelist

Blackwell, L., Henshaw-Plath, E., King, J., & Lai, S. (2024). *Content Governance.* Presented at Decentralized Social Media Workshop, Princeton University.

Blackwell, L., Chordia, I., Im, J., & Klassen, S. (2023). *Radical Futures for Social Media Governance.* Presented at the Annual Conference of the Social Media Governance Initiative, Yale University.

Dimond, R., Pincus, J., McLemore, M., Valdez-Ward, E., & **Blackwell, L.** (2020). *How to Counter Intersectional Biases in Social Media.* Presented at AAAS '20.

Blackwell, L., Davis, E., Hoffmann, A. L., & Narayan, S. (2019). *One Click Away: Hate and the Internet.* Humanities Washington in partnership with the University of Washington and Town Hall Seattle.

Lenhart, A., Marwick, A., Milner, R., Phillips, W., **Blackwell, L.,** & Miltner, K. (2017). *Malicious Scripts: Investigating Online Harassment and Networked Abuse.* Presented at ICA '17.

Teaching   *Courses*

Graduate Student Instructor, SI 529: Online Communities, University of Michigan (14 students). Primary Instructor: Dr. Sarita Schoenebeck. Winter 2018.

Graduate Student Instructor, SI 110: Introduction to Information, University of Michigan (47 students). Primary Instructor: Dr. Cliff Lampe. Winter 2017.

Graduate Student Instructor, SI 110: Introduction to Information, University of Michigan (31 students). Primary Instructor: Dr. Mark Newman. Fall 2016.

Graduate Student Instructor, SI 429: Online Communities, University of Michigan (23 students). Primary Instructor: Dr. Nicole Ellison. Winter 2016.

Graduate Student Instructor, SI 529: Online Communities, University of Michigan (29 students). Primary Instructor: Dr. Cliff Lampe. Winter 2016.

Teaching   *Courses, cont.*

Graduate Student Instructor, SI 110: Introduction to Information, University of Michigan (52 students). Primary Instructor: Dr. Mark Newman. Fall 2015.

Guest lectures

Content Moderation and Social Media Governance. SI 710: Technology, Society, and Law, University of Michigan. Dr. Sarita Schoenebeck. Winter 2025.

Content Moderation and Regulation. SI 529: Online Communities, University of Michigan. Dr. Nazanin Andalibi. Winter 2025.

Content Moderation and Regulation. SI 429: Online Communities, University of Michigan. Dr. Nazanin Andalibi. Winter 2025.

Content Moderation Futures. CSE 481: Social Computing Capstone, University of Washington. Dr. Amy X. Zhang. Winter 2023.

Conducting Research at Twitter. SI 110: Introduction to Information, University of Michigan. Dr. Cliff Lampe. Winter 2022.

Conducting Research at Twitter. CSE 481: Capstone Software Design, University of Washington. Dr. Amy X. Zhang. Winter 2022.

Conducting Research at Twitter. SI 429: Online Communities, University of Michigan. Dr. Nicole Ellison. Fall 2021.

Conducting Research at Twitter. SI 682: Advanced User Research in the Field, University of Michigan. Dr. Cliff Lampe. Winter 2021.

Conducting Research at Facebook. SI 110: Introduction to Information, University of Michigan. Dr. Cliff Lampe. Winter 2020.

Conducting Research at Facebook. MI 491: User Experience, Design, & Identity, Michigan State University. Dr. Jean Hardy. Fall 2020.

Conducting Research at Facebook. INFO498: Designing for Evil, University of Washington. Dr. Alexis Hiniker. Winter 2019.

Online Content Moderation. Law 741: Battling Extremist Group Violence through Social Media, University of Michigan. Dr. Cliff Lampe and Monica Hakimi, Esq. Fall 2018.

Emerging Topics in Online Harassment. SI 529: Online Communities, University of Michigan. Dr. Sarita Schoenebeck. Winter 2018.

Social Media and Social Justice. T7103: Advocacy in Social Work Practice, Columbia University. Dr. Desmond Patton. Winter 2018.

Teaching	*Guest lectures, cont.*

Design Insights from HeartMob. INST466: Technology, Culture, and Society, University of Maryland. Dr. Jessica Vitak. Winter 2018.

Community Moderation. SI 529: Online Communities, University of Michigan. Dr. Sarita Schoenebeck. Winter 2018.

Anonymity and Bad Behavior. SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Cliff Lampe. Winter 2017.

Deviance, Shaming, and Harassment. SI 529: Online Communities, University of Michigan. Instructor: Dr. Sarita Schoenebeck. Winter 2017.

Anonymity and Bad Behavior. SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Mark Newman. Fall 2016.

Cause-Based Communities. SI 429: Online Communities, University of Michigan. Instructor: Dr. Nicole Ellison. Winter 2016.

Technology Tensions Among Parents and Teens. SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Cliff Lampe. Winter 2016.

Anonymity and Bad Behavior. SI 110: Introduction to Information, University of Michigan. Instructor: Dr. Mark Newman. Fall 2015.

Social Media Marketing Careers. LIS 4380: Social Media Management, Florida State University. Instructor: Dr. Ebrahim Randeree. Spring 2012.

Social Media for Nonprofit Organizations. SWC 200: New Media for Nonprofits, University of Michigan. Instructor: Dr. Christine Modey. Fall 2012.

Social Media for Nonprofit Organizations. SWC 200: New Media for Nonprofits, University of Michigan. Instructor: Dr. Christine Modey. Fall 2011.

Professional Social Media Use. English 229: Professional Writing, University of Michigan. Instructor: Dr. Ben Gunsberg. Fall 2011.

Invited talks	**Responsible AI.** foundry10. Winter 2024.

Fireside Chat: Can Moderation Be a Form of Restorative Justice? All Things In Moderation 2023. Winter 2023.

From Academia to Trust & Safety. Trust & Safety Professional Association. Fall 2022.

Social Norms and Behavior Change. Dangerous Speech Project. Fall 2018.

Emerging Topics in Online Harassment Research. Twitter. Fall 2018.

Emerging Topics in Online Harassment Research. Instagram. Spring 2018.

When Online Harassment is Perceived as Justified. Michigan Interactive and Social Computing. Winter 2018.

Classification and Its Consequences for Online Harassment: Design Insights from HeartMob. Information Analysis and Retrieval (IAR) Seminar Series, University of Michigan. Winter 2018.

Classification and Its Consequences for Online Harassment: Design Insights from HeartMob. CivilServant Community Research Summit. Winter 2018.

Interdisciplinary Social Media Research. Undergraduate Research Opportunity Program, University of Michigan. Winter 2018.

Security and Privacy in Online Scholarship. Michigan State University Digital Humanities. Fall 2017.

When Online Harassment is Perceived as Justified. Nerd Nite Ann Arbor. Fall 2017.

Social Media Behavior and Societal Impact. Library Camp 2017, Ann Arbor District Library. Spring 2017. *Keynote.*

Trolls, Trouble, and Telling the Difference. Nerd Nite Ann Arbor. Winter 2016.

LGBT Parents and Social Media. Michigan Interactive and Social Computing, University of Michigan. Winter 2016.

Everybody Trolls Sometimes. Ignite Ann Arbor. Fall 2015.

Why Online Communities Matter. TEDxWilmingtonUniversity. Spring 2014.

Service   *Organizing committees*

Communication and Outreach Co-chair. 23rd Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '20). 2019–2020.

Communication and Outreach Co-chair. 22nd Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19). 2018–2019.

Service	*Organizing committees, cont.*

Assistant to the Chairs. 35th Annual ACM Conference on Human Factors in Computing Systems (CHI '17). 2015–2017.

Reviews

24th Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '21). 2021.

23rd Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '20). 2020.

23rd Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '20). 2020.

Human-Computer Interaction. 2019.

37th Annual ACM Conference on Human Factors in Computing Systems (CHI '19). 2018.

21st Annual ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '18).

Human-Computer Interaction. 2018.

ACM Transactions on Computer-Human Interaction (TOCHI). 2018.

ACM Conference on Designing Information Systems (DIS '18). 2018.

68th International Communication Association Annual Conference (ICA '18). 2018.

36th Annual ACM Conference on Human Factors in Computing Systems (CHI '18). 2017.

ACM Transactions on Computer-Human Interaction (TOCHI). 2017.

Journal of Social and Personal Relationships. 2017.

ACM Conference on Designing Information Systems (DIS '17). 2017.

67th International Communication Association Annual Conference (ICA '17). 2016.

35th Annual ACM Conference on Human Factors in Computing Systems (CHI '17). 2016.

34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16). 2015.

Service

Academic service

Graduate Student Representative, Information Technology Council, University of Michigan. 2015–2018.

Peer Mentor, University of Michigan School of Information. 2016–2017.

Student Volunteer, 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16). 2016.

Webmaster, University of Michigan Social Media Research Lab. 2015–2016.

Representative, Doctoral Executive Committee, University of Michigan School of Information. 2015–2016.

Representative, Social and Behavioral Sciences, Rackham Graduate Student Government, University of Michigan. 2015–2016.

Chair, Academic Affairs Committee, Rackham Graduate Student Government, University of Michigan. 2015–2016.

Honors

Academic honors

Gender and Diversity in Information Award, University of Michigan School of Information. 2019.

Outstanding Graduate Student Instructor of the Year, University of Michigan School of Information. 2017.

Finalist, Facebook Fellowship. 2017.

Special Recognition for Excellent Review, 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16). 2016.

Best Paper Honorable Mention, 34th Annual ACM Conference on Human Factors in Computing Systems (CHI '16). 2016.

High Honors, University of Michigan Linguistics Department. "Changing the Possibilities: Narrative Discourse and Conversational Strategies in Instant Messaging." Advised by Dr. Anne Curzan and Dr. Robin Queen. 2010.

Professional honors

XFN Impact Award, Twitter. 2021.

Hack Week (1st Place), Twitter. 2021.

Platinum Award, MarCom Awards. *Best Blog.* 2014.

Honors   *Professional honors, cont.*

Gold Award, MarCom Awards. *Best Educational Video.* 2014.

Honorable Mention, MarCom Awards. *Best Twitter.* 2014.

Gold Award, HSMAI Adrian Awards. *Digital Marketing Division.* 2013.

Presidential Award, Ann Arbor Symphony Orchestra. 2012.

Piggy Bank Award, American Public Media's Marketplace Money. *For a brilliant social media campaign.* 2012.

Awards   **Doctoral Finishing Grant,** University of Michigan (full funding). 2019.

Rackham One-Term Dissertation Fellowship, University of Michigan ($10,542). 2018.

Rackham Conference Travel Grant, University of Michigan (full funding). 2018.

ICWSM-18 Student Grant Award, Twelfth International Conference on Web and Social Media (full funding). 2018.

UMSI PhD Travel Grant, University of Michigan (full funding). 2018.

Rackham Conference Travel Grant, University of Michigan (full funding). 2017.

UMSI PhD Travel Grant, University of Michigan (full funding). 2017.

Workshop on High Impact Research on Online Harassment and Moderation, MIT and Jigsaw (full funding). 2016.

UMSI Grace Hopper Travel Grant, University of Michigan (full funding). 2016.

ISR-Rackham Summer Training Award, University of Michigan ($1,000). 2016.

Community of Scholars Fellowship, Institute for Research on Women and Gender ($9,000). 2016.

UMSI PhD Travel Grant, University of Michigan (full funding). 2016.

Rackham Conference Travel Grant, University of Michigan (full funding). 2015.

Membership

Association for Computing Machinery. 2016–present.

Teaching and Technology Workshop, University of Michigan. 2015–2025.

Social Media Research Lab, University of Michigan School of Information. 2014–2025.

Living Online Lab, University of Michigan School of Information. 2014–2025.

Press

(select)

Dwoskin, E., Tiku, N., & Timberg, C. (2021, November 21). Facebook's race-blind practices around hate speech came at the expense of Black users, new documents show. *The Washington Post.* https://www.washingtonpost.com/technology/2021/11/21/facebook-algorithm-biased-race/

Dwoskin, E., Tiku, N., and Kelly, H. (2020, December 3). Facebook is overhauling its hate speech algorithms. *The Washington Post.* https://www.washingtonpost.com/technology/2020/12/03/facebook-hate-speech/

Warzel, C. (2019, August 20). Could Restorative Justice Fix the Internet? *The New York Times.* http://www.nytimes.com/2019/08/20/opinion/internet-harassment-restorative-justice.html

Loewinger, M. (2019, August 2). Repairing Justice: How to Fix the Internet. *On The Media.* http://www.wnycstudios.org/podcasts/otm/episodes/on-the-media-fix-the-internet

Posner, L. (2018, January 2). Social media anti-harassment strategies won't stop trolls. *Salon.* http://salon.com/2018/01/02/social-media-anti-harassment-strategies-wont-stop-trolls

Posner, L. (2018, January 2). Why Twitter and Facebook's Anti-Harassment Strategies Won't Stop the Trolls. *AlterNet.* http://www.alternet.org/news-amp-politics/facebook-twitter-online-harassment-fails

Bohannon, L. (2017, December 13). Online justice: social accountability or harassment? *Spartan Newsroom.* http://news.jrn.msu.edu/2017/12/online-justice-social-accountability-or-harassment/

Schorr, M. and Scheff, S. (2017, October 6). How to avoid your 15 minutes of online shame. *Boston Globe.* http://www.bostonglobe.com/magazine/2017/10/06/how-avoid-your-minutes-online-shame/b89S82HK6PhpCS3Eomp0yO/story.html