



Reflect

- a tool for discussion summarization
- and active listening

Jonathan Morgan, Travis Kriplean, Alan Borning,
Lance Bennett, Deen Freelon, David MacDonald
and Michael Toomim



Reflect

Who We Are

What We Think

Introducing Reflect

Further Reading/Shameless Plugs

Who We Are

Interdisciplinary project at UW

- CompSci, InfoSci, PoliSci, UX Design
- Create tools to support online deliberation + civic engagement

<http://www.cs.washington.edu/homes/travis/reflect/>



Who We Are

Reflect is the brainchild
of **this man**



See also Travis Kriplean, "Tools for Scaling Consensus," Wikimania 2009



Reflect

Who We Are

What We Think

Introducing Reflect

Further Reading/Shameless Plugs

Thread

comment



comment



comment



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Thread

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6.11.2010

Secure Flight: TSA Now Performing 100% Watchlist Matching for Domestic Flights

[Secure Flight](#) started rolling out in 2009 and I'm happy to announce that TSA is now performing 100% of the watchlist matching for domestic flights. (Airlines used to conduct all of the passenger watchlist matching)

What is watchlist matching? It's when a passenger is prescreened using their name, date of birth and gender (that should match the information on their approved [official government ID](#)) against government watchlists for domestic and international flights. Actual names on the list are identified by the [FBI's Terrorist Screening Center](#) as being people who may pose a known or suspected threat to aviation.

TSORon Said...

Thanks Bob. As usual that was a concise and informative post with as much relevant information as one would want.

And now the redundant questions start.

[June 11, 2010 4:35 PM](#)

Anonymous Said...

So now that TSA says they are doing "100% watchlist matching" for domestic flights, does that mean the TSA PR machine will quit deflecting blame when innocent passengers are delayed and harassed due to the blacklists and when the redress system proves to continue to be useless and ineffective?

Just curious. You can't have it both ways. So it's beyond time to quit blaming the airlines and innocent passengers for their problems.

BTW, has 8-year-old Mikey Hicks had his problem resolved and received an apology from TSA?

[June 12, 2010 10:10 AM](#)

Sandra Said...

Bob, how many dedicated terrorists travel under their given names with ID/passports issued in those names?

"None", you say? Then how will this program be effective? It serves only to harass innocent individuals.

[June 11, 2010 8:52 PM](#)

Earl Pitts Said...

Translation: The government, thru TSA, now must be asked permission for American citizens to travel by air.

Didn't we, as a nation, make fun of places like the USSR, Eastern Bloc, and other communist/authoritarian countries for being backward and not giving their people the travel without asking permission? And didn't we think that such a thing would never happen here?

Guess the USSR was on to something, eh? And all spun with propaganda to make it sound like a great and wonderful thing!

Welcome to the new Amerika, comrade.

Earl

[June 11, 2010 5:17 PM](#)

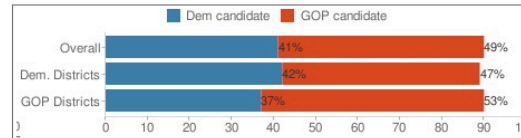
NPR generic Congressional poll in 70 districts put GOP up by 8

POSTED AT 8:48 AM ON JUNE 15, 2010 BY ED MORRISSEY

PRINTER-FRIENDLY

Share

The big news from [this NPR poll](#) is that the 70 most competitive races in the House this year comprises 10 Republican seats and 60 Democratic seats. That speaks to both the size of the current majority of 77 seats (255-178) and the political forces arrayed against the Democrats in the midterms. Republicans lead the generic ballot by eight points in these 70 districts, 49/41, but that's not actually the worst of it:



More proof that BP cut corners

by [Jed Lewison](#)

Tue Jun 15, 2010 at 08:40:03 AM PDT

Share

BP's motto might as well have been: "Safety first, except when it comes to everything else." [NYT](#):

Internal BP documents, including an e-mail message calling the well drilled by the Deepwater Horizon a "nightmare," show a pattern of risky choices made to save time and money in the weeks before the disastrous April 20 blowout, according to a letter sent to the oil company by the leaders of a House committee on Monday.

The leaders of the House Committee on Energy and Commerce cited five areas in which the company had made decisions that "increased the danger of a catastrophic well," including the choice for the design of the well, preparations for and tests of the cement job and assurances that the well was properly sealed on the top.

These should be easy pickups. Just send someone with a camera to ask each Democrat nominee if they support the Obama agenda.

[Doughboy on June 15, 2010 at 8:55 AM](#)

Love the photo of Pelosi, et al Reminds me of a once saw of Brutus and his band of merry men p death of Caesar.

[Dee2008 on June 15, 2010 at 9:00 AM](#)

So we are yet again fixin to replace one corrupt party another corrupt party, it ground hog day all over aga

[paulsur on June 15, 2010 at 8:56 AM](#)

This is going to be quite a disappointment (the GOP lead) to these two Bush women. Was there any doubt that the Bush gals have been LIBS all along (all the way back to Bush41's wife Barbara)?

Whoa unto them, when they breathe their last and have to explain their support for abortion rights, when they were in a position to do something to stop/influence it.

She may have been born into a Republican family, but Barbara Bush, the 29-year-old daughter of former President George W. Bush, sounded more like a Democrat this weekend during an interview with Fox News. When "Fox News Sunday" host Chris Wallace asked her whether she supports President Obama's health care reform plan, she responded: "I guess I'm glad the bill was passed." "Why do, basically, people with money have good health care and why do people who live on lower salaries not have good health care?" she said. "Health should be a right for everyone." She is president of the Global Health Corps, an organization that champions global health equity.

[Pappy061 on June 15, 2010 at 8:55 AM](#)

No matter what happens... (5+ / 0-)

... our nation will be paying for this disaster for generation: economic loss to the fishing and tourism industries, there z from all the toxins, and the coastal damage that will be ca removing the hurricane and storm surge barriers.

BP cannot ever pay for the damage they wrought.

With that said, we can mitigate the cost to our nation by m they can. And we can also mitigate the damage being don still putting their corporate financial interests before all else

The inadequate is the enemy of the necessary.

by [JRandomPoster on Tue Jun 15, 2010 at 09:01:14 # \[Parent \]](#)

Yeah... (0+ / 0-)

...so what's your point? That Obama was correct to ta everything was A-Okay? That he was correct in his be under control, that the Private Sector is perfectly capal appears to buy the meme that regulaion kills jobs, an proposed tough, new regulation he's been more than t ConservaDems and Republican't in watering them dow meaningless? Is THAT your point?

I want my Two Dollars!

by [Ken in MN on Tue Jun 15, 2010 at 09:45:22 AM \[Parent \]](#)

Sorry, it's all Obama's fault... (0+ / 0-)

...at least that's what I've read elsewhere here [ON DAILY](#) centrist, to corporatist, too inexperienced, and too slow. Ar because he hasn't fixed BP's mess yet.

Teh stoopid™, it hurts. Buy smart, union-printed, USA-ma everyone: [DemSign.com](#)

by [DemSign on Tue Jun 15, 2010 at 09:08:59 AM PDT \[Parent \]](#)

If you're against "socialism" (6+ / 0-)

Then don't let BP socialize the costs and privatize the profits.

Progressive -> Progress; Conservative -> Con

by [nightsweat on Tue Jun 15, 2010 at 08:42:44 AM PDT](#)

Your Rights Online: The South Carolina Primary and Voting Machine Fraud

Posted by kdawson on Tuesday June 15, @02:36AM from the good-of-politics dept.

cSeattleGameboy writes

"South Carolina sure knows how to pick 'em. Alvin Greene is a broke, unemployed guy who is facing a felony obscenity charge. He made no campaign appearances and raised no money, but he is the brand new Democratic Senate nominee from South Carolina. Tom Schaller at FiveThirtyEight.com does a detailed analysis of how a guy like this wins a primary race, and many of the signs point to voting machine fraud.



There seem to have been irregularities on all sides. 'Dr. Mebane performed second-digit Benford's law tests on the precinct returns from the Senate race. ... If votes are added or subtracted from a candidate's total, possibly due to error or fraud, Mebane's test will detect a deviation from this

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4,400
votes

Legalize marijuana and tax it.

Just Do It! The city would make a LOT of money on this. It's already happening so why not bring it out in the open and treat it like the business it is. Take the profit motive away from the drug gangs and let us law abiding citizens enjoy a toke without worry.

by [mr.cr.list](#) in [Public Safety](#) | [80 comments](#)

3,911
votes

Expand as much light rail and subway as possible

Seattleites have resorted to using mediocre and unreliable bus transportation as the only mode of mass transit since the failure of Forward Thrust. Expand light rail on the west side, connect neighborhoods like UW, Ballard, Fremont, Wallingford, etc. Look for smart financing methods to grade se... [more](#)

by [Sherwin Lee](#) in [Transportation](#) | [87 comments](#)

2,134
votes

Set aside park beach areas for European-style, clothing-optional recreation (sunbathe + skinny dip)

The Greater Seattle Area has long hosted the world's most renowned, colorful, family-friendly and free-spirited clothing-optional cultural events and groups in the world including: The Fremont Solstice Cyclists (17 years), World Naked Bike Ride, Body Pride Ride, Seattle Free Beach Campaign, Garde... [more](#)

by [Daniel L Johnson](#) in [Parks and Recreation](#) | [95 comments](#)

1,465
votes

Free Wireless Internet Throughout the City

This is simple to do & costs much less than the road system.

by [The Raven](#) in [Internet Infrastructure](#) | [14 comments](#)

1,320
votes

Make Seattle the most Bike Friendly City in the US

(1) Create an extensive network of true bike lanes (not just "sharrows") including protected lanes along major bike commuter routes. This may necessitate removing on-street parking in some locations. We will know we're successful when older people or inexperienced cyclists can feel comf... [more](#)

by [Gabriel Grant](#) in [Transportation](#) | [33 comments](#)

Edit

Caving

From Wikipedia, the free encyclopedia

"Caver" redirects here. For other uses, see Caver (disambiguation).



Caving frequently involves a lot of mud.

Caving—also known as **spelunking** by some in the United States and occasionally **potholing** in the United Kingdom—is the recreational pastime of exploring wild (generally non-commercial) cave systems. In contrast, **speleology** is the scientific study of caves and the cave environment.^[1]

Contents [hide]

- 1 Overview
- 2 Naming issues
- 3 History
- 4 Practice and equipment
- 5 Safety
- 6 Cave conservation

re: international

Yes, I've just made a few changes to reduce the US bias, but there is clearly room for a lot more info on European (and other) caving nations, cave conditions, techniques and nomenclature. (Wookey, 2005-03-04)

I have added a more european approach in the History section. (Vincent, 2008-10-20) —Preceding unsigned comment added by 128.32.117.17 (talk) 01:04, 29 October 2008 (UTC)

cave explorers

Probably opening a can of worms, but I added some notable cave explorers. ? Perhaps it would be better to only include those who are dead --?-- though that's a little morbid. (19 May 2005)

Perhaps we could include the 'Cave Wars' of Kentucky in the 1920's? Or at least I think it was the 1920's...where people owned the stretch of caves in the Flint Ridge-Mammoth area, and violently competed for tourists...this was before they discovered that these caves were all one giiiiinormous system. A famous caver called Floyd Collins was around this time, and he died in a tiny dangerous cave called Sand Cave.

Or perhaps we can improve the article [Sarawak Chamber](#) and put a reference here; being the largest cave chamber in the world, I think it's a little neglected. Lady BlahDeBlah 20:33, 3 February 2006 (UTC)

Edit

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redesigning the mainpage	21	20:43, 23 April 2010
Link to advice on starting a new language project	0	22:33, 26 April 2010
Need help for making a good presentation	0	11:21, 22 April 2010
Statistics and the main page	3	08:57, 22 April 2010

New main page is great

[History](#) [Summarize](#) [Change subject](#)

Hi, I just want to say that I really like the new main page. It is really tidy now and does not scare off potential translators. One little suggestion: Perhaps it is possible to condense the part above the project list to reduce the space needed there (margin-top and margin-bottom). Right now, you are using a lot of blanc space which increases the hight of the page. To my personal experience it is always better to reduce scrolling. Cheers
 --kgh 08:34, 6 July 2010 (UTC)

kgh 08:34, 6 July 2010

[Reply](#) [More](#) ▾

Thanks for a kudos. It cost many sof us a lot of sweat :)

I have removed the whitespace I could find, and that didn't appear to reduce whitespace between the top and bottom halves. We need your help. Please create a concept for an update, making a copy of the main page in [Main Page/draft](#) and make the updates there. Please let us know when done so we can assess the result.

Siebrand 14:05, 6 July 2010

[Reply](#) [Parent](#) [More](#) ▾

I looked at the browser preview of the new main page. Between the text

Translatewiki.net is a localisation platform for translation communities, language communities, and free and open source projects.

and the button

Start Translating

is shown a `<p>` tag containing a `
` tag only: `<p>
</p>`. The same is between the text of

Assistive technologies

and

We are looking for help.

The `<p>` tag inserts a new line before and after text and `
` additionally a line break.

Michawiki 20:17, 6 July 2010

[Reply](#) [Parent](#) [More](#) ▾

Problems

- Sensemaking
 - Hard to do in lengthy threaded discussions
 - TL;DR
- Active Listening
 - Many people engage in “serial monologue-y”
- Low Deliberative Quality



Reflect

Who We Are



What We Think

Introducing Reflect

Implementing Reflect

Further Reading/Shameless Plugs

ta-da

 <p>Kathleen Anderson Increase the parking tax. People from all over the state drive into Seattle every day, but because they do not live here there is no other way collect funds that we can use to support street and roadway maintenance and repair.</p>	<ul style="list-style-type: none">• use parking tax to collect money from seattle visitors Anonymous• Add a point that Kathleen makes <p>7 mont</p>
 <p>Kali Idziak "Cities are for people and not cars. " People who apparently don't need food or other items... you know, the kind of items (like those things you see at your farmers markets) that get to the places you buy them by... gasp... car!</p>	<ul style="list-style-type: none">• Add a point that Kali makes <p>7 mont</p>
<p>Danielle Ellingston I'm all for discouraging driving, but I don't think this is the best way to do it. I think an increase in parking prices is justified, but maybe not all the way up to market rate. We need more public transit and more road space given to bicycle paths (taken away from cars), then we can start charging more for parking.</p>	<ul style="list-style-type: none">• Before it starts charging market rate for parking, the city should provide more public transit options, like more bike paths and buses. AustinK• Add a point that Danielle makes

requirements, then make each person who moves into a building with no requirements sign an affidavit that they will not park their car on the street- if they won't sign then they can't live there. The current result of this idea is that developers make more money- because they haven't provided parking- and neighborhoods lose because new people come in and park on the street. Oh and mandate that public transportation is so good in that area or there are available Zip cars such that people really can use public transportation. There is no possible way for me to do many things without a car- pick up special pet foods at special stores, get to events across town that require being there at 4 or 5 am (or other odd times), get to the airport on short notice (without paying \$50.00), go on a road trip, go to anywhere that isn't downtown. I DO walk and take the bus but it is not practical in many many situations. This idea is kind of like saying to developers/businesses " here is some chocolate cake as long as you promise that all of your customers will go on a diet"

about 1 month ago



Travis Kriplean

Andrew, maybe you should revise the text of the idea itself to clarify. Many people don't even know that there are parking requirements for developers, and that certainly isn't explained in the idea. Your comments have done far more to clarify, but most people don't read those before adding a comment.

Zipcar. [ballardborn](#)

- Seattle City Council already tried this before, and it didn't end well [ballardborn](#)
- cars are essential for getting many of the things done that Ruth does [Tipton Hayes](#)

Add a point that Ruth makes

- People don't know much and can't read closely [Phuc Ng](#)
- Andrew needs to update the idea to make it clearer so that people stop misinterpreting it [Casseo34](#)

Add a point that Travis makes

3 months ago

Reflect Core

content

Neutral restatements

articulation

Bullet points

layout

Second column

connect

Highlighting relevant text in comment

responding

Commenter can respond to bullet

concise

Bullets & responses limited to 140 char

REFLECT

Opinion

Bullets is a straight forward augmentation of your comment board. Instead of a single column of comments, two columns are provided. In the second column, any reader is able to add a bullet point that summarizes something that the respective commenter was trying to say. Bullets is designed to encourage people to restate what others have said. To nudge people toward reflective listening, rather than knee jerk responses. Its not a big nudge, but in many cases, its enough.

3/10/2010 at 4:22 PM

The design is not meant to encourage people to shoot each other down. Instead, people are encouraged to add bullet points that summarize what someone else is trying to say. It helps show that people are listening. And reflecting on what is being said.

Neutral

- second column contains a summary
- call out restatement
- nudge people toward grounding
- indicator of listening
- learning tool

What points does AlanB make?

+ add a point

REFLECT

Converge

Proliferate



What points does
Travis763 make?

- second column contains
- don't distract
- anyone can add a point
- get up to speed
- read wear
- create full summaries

+ add a point

by AlanB

What points does
AlanB make?

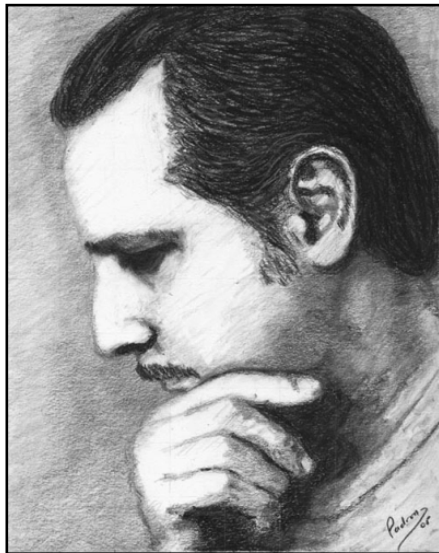
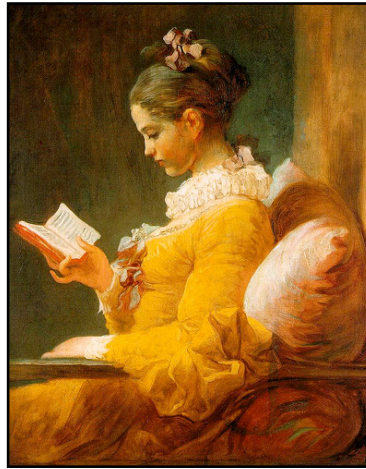
+ add a point

The design is not meant to encourage people to shoot each other down. Instead, people are encouraged to add bullet points that summarize what someone else is trying to say. It helps show that people are listening. And reflecting on what is being said.

Discussion Roles

readers

- likelihood of having own positive interactions
- how to read a comment board
- drawn into the discussion



- impact thinking of commenter
- highlight & reframe points for others
- misrepresent

summarizers



commenters

- how to effectively frame your points
- other people will better understand

Group Effects

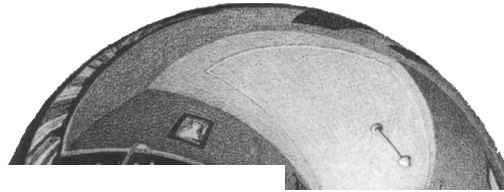
- Lower prevalence of flamewars
 - How difference is encountered
 - Summarizers can demonstrate good faith, commenters may be less likely to flame them
- Greater prevalence of deliberative activities
 - Synthesis of other people's points, common ground
- Higher Quality Discussion

Current Implementations

- Greasemonkey Script
- Wordpress Plugin
- LiquidThreads Extension

Check these out at <http://www.cs.washington.edu/homes/travis/reflect/>

Use Cases



99.237.208.131 I thank you for your honesty - you describe exactly the culture that I meet on Wiki: guys having guy-type banter because they assume all editors are male. No malicious intention just an honest mistake. As a girl, I can tell you the pink label for girls thing just aint going to fly. Is there anything else Wiki could do to remind you that you are in a mixed environment? Pink labels for everyone, maybe? A reminder at the top of the editing box that this is a mixed gender environment so play nice?

Dakinijones 11:23, 9 May 2010

- Affirms the assertion that males by default assume that they are interacting with a male editor.

[Dafer45](#)

- But does not believe in having the sex displayed in the signature is a solution to the problem. To be nicer in general is better. [Dafer45](#)

Add a point that Dakinijones makes

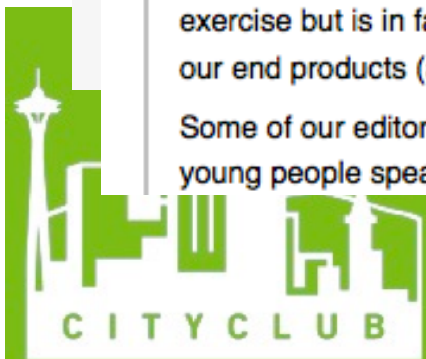
[Reply](#) [Parent](#) [More](#) ▾

Thank you 99.237.208.131 and Dakinijones for telling about your personal experiences on wiki. Getting these type of first hand accounts is helpful. Taking the discussions from a theoretical to real life examples reminds us that this is not merely a process driven exercise but is in fact meant to make the community stronger and our end products (articles) better.

Some of our editors are elderly and are not accustom to having young people speak with disrespect to them and I see this cause

- Elderly editors are not accustomed to having young people speak disrespectfully to them [Eekim](#)

Add a point that FloNight♥♥♥ makes



Proposed Study

Analyze the impact of LiquidThreads + Reflect on Wiki-based deliberation

- Quantitative (session data, mouse clicks) and qualitative (content analysis, surveys) techniques
- Currently a Strategic Plan proposal: http://strategy.wikimedia.org/wiki/Proposal:Discussion_Interface_Study



Shameless Plugs

- UW HCI research lecture series:
dub.washington.edu
- Wikimania Workshop, “Practical
Tools for Academic Research”
[Sunday, 2:30pm](#)

Jonathan Morgan, Travis Kriplean, Alan Borning,
Lance Bennett, Deen Freelon, David MacDonald
and Michael Toomim



Thanks!

- The audience asks questions
- The presenter attempts to answer

Jonathan Morgan, Travis Kriplean, Alan Borning,
Lance Bennett, Deen Freelon, David MacDonald
and Michael Toomim