Defining Conflict and Harassment on Wikipedia
What came first: SMS or social media?
We’ve had conflict online longer than the existence of text messages.
Hi! I’m Caroline Sinders
Anti-Harassment Tools Team

Trevor Bolliger
Sydney Poore
David Barratt
Dayllan Maza
What are we working on and why
Wikipedia needs debate.

Debate is at the heart of open source knowledge. But, when does this necessary conflict become abusive, and what makes up that abuse from a qualitative and quantitative perspective?
What is conflict on Wikipedia?
Conflict  Harassment  Abuse
Conflict

Harassment

Wikihounding - why Context is Important
Conflict

Harassment

Wikihounding - why

Context is Important

Yann Forget / Wikimedia Commons, via Wikimedia Commons
What is harassment on Wikipedia?
How will this happen?

With a research plan! And surveys. But mainly, with community input.
Research

- Wider Editor, Admin Surveys
- Interviewing Global Admins
- Measuring Admin Confidence
- AN/I Quantitative Analysis
Data Analysis Problems with ANI

- Unstructured data
- No specific form
- Conversational descriptions
- Hard to quantitatively analyze
Tools
We Are Building

- User Interaction History Tool
- Notification Muting
- AbuseFilter improvements
- Per-page and per-topic blocking
How do we, as a global community, design solutions that are not contextless tools?
Thank You!

(Camel of knowledge)