NETS 213: Crowdsourcing and Human Computation

Instructor: Jérémie Lumbroso

Fall 2024, Tues/Thurs, 1:45-3:15

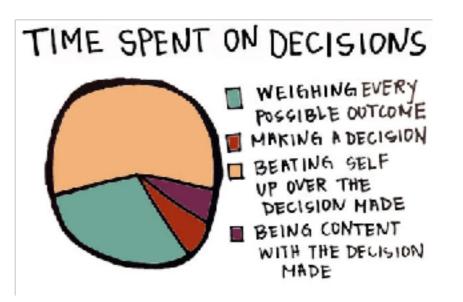
Website:

https://crowdsourcing.wiki

BETA COURSE: Honest disclaimer

- Thank you for your patience
- Taking over from Chris
 Callison-Burch after 4 years
- So many new developments to take into account
- Neurodivergent





Does Amazon's cashless Just Walk Out technology rely on 1,000 workers in India?



Betty Lin-Fisher USA TODAY

Published 5:23 p.m. ET April 4, 2024 | Updated 4:28 p.m. ET April 5, 2024











Inter-related concepts

"A paradigm for utilizing human processing power

to solve problems that computers cannot yet Computation

Collective Intelligence

Human

The Sharing Economy

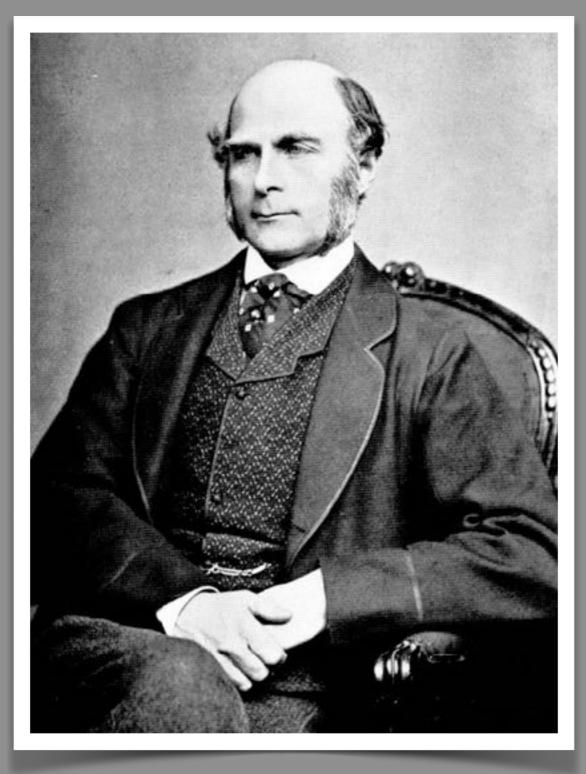
"Outsourcing a job traditionally performed by an employee to an undefined, generally large group of people via open call.

Crowdsourcing

"Groups of individuals doing things collectively that seem intelligent"

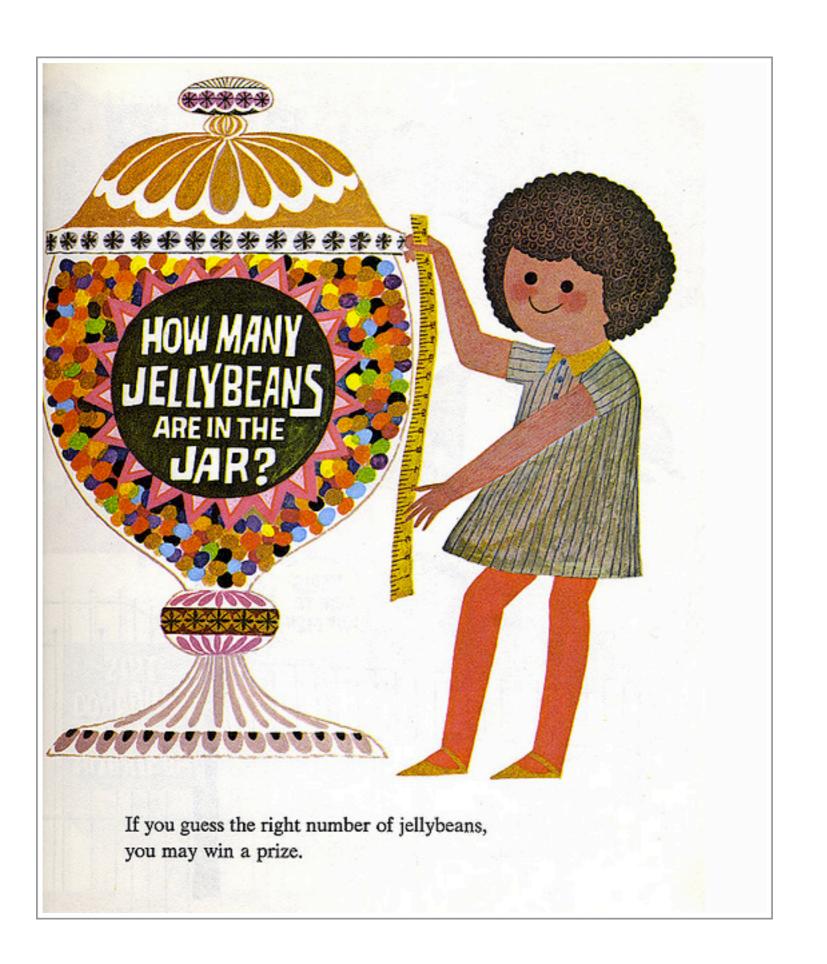
> "An economic system in which assets or services are shared between private individuals, either for free or for a fee, typically by means of the Internet:."

Data Mining "Applying algorithms to extract patterns from data."



Francis Galton





Collective Intelligence?





Group Think

Mob Mentality

Collective Intelligence?



Groupthink

Groupthink is a psychological phenomenon that occurs within a group of people in which the desire for harmony or conformity in the group results in an irrational or dysfunctional decision-making outcome

Collective Intelligence?

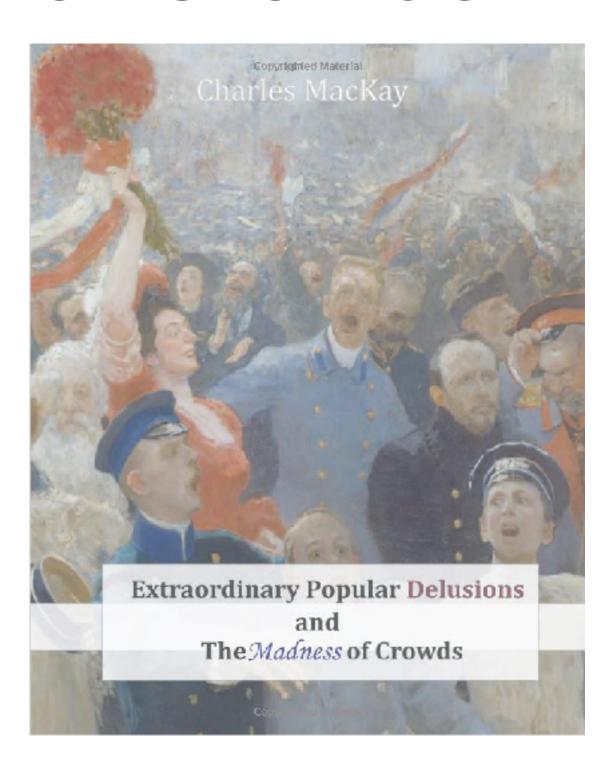


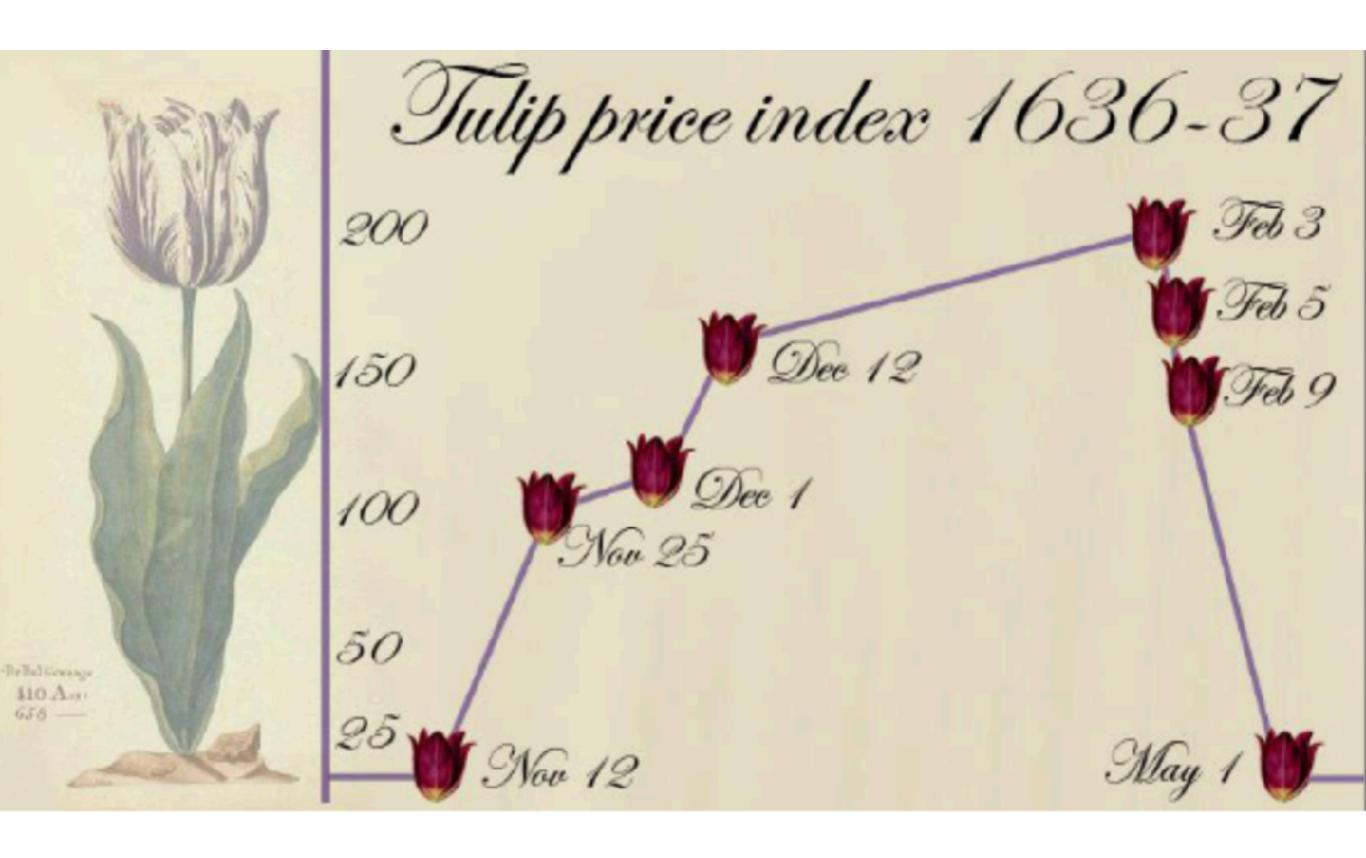
Mob Mentality

Mob mentality, also called as herd mentality, describes how humans adopt behaviors, buy merchandise, and follow trends based on their circle of influence. It explains how one's point of view can be easily altered by those around them.

Popular Delusions and the Madness of Crowds

- Economic bubbles
- Alchemy & Pseudoscience
- Witch hunts
- Prophecies





Plush Life

Why did people lose their minds over Beanie Babies?



10.1k





By Mark Joseph Stern





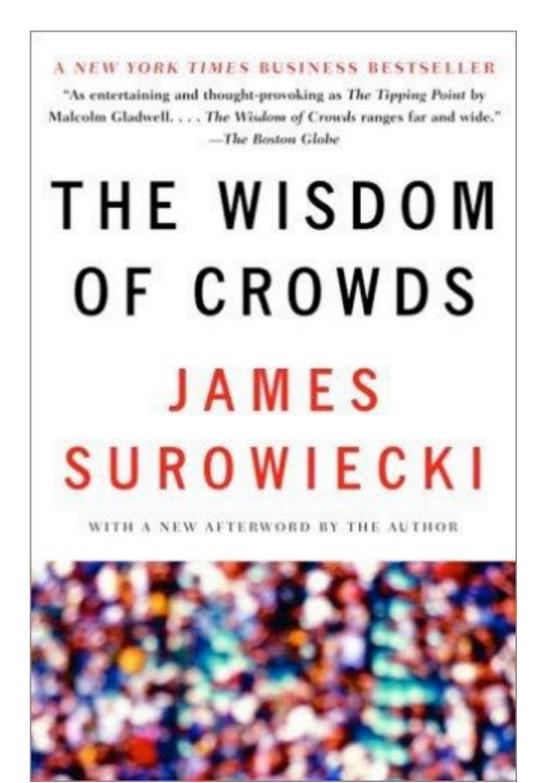




Wisdom of Crowds

Requirements for a crowds to be wise

- Diversity of Opinion
- Independence
- De-centralization
- Aggregation



Groups / Crowds

- Employees of a business
- Participants in a poll
- Sports fans betting on games
- Independent stock market investors
- Internet users linking to sites
- Citizens in a democracy

Ways of aggregating collective intelligence

- Point spreads / parimutuel odds
- Stock prices
- Futures contracts
- Voting
- Computer algorithms, interfaces



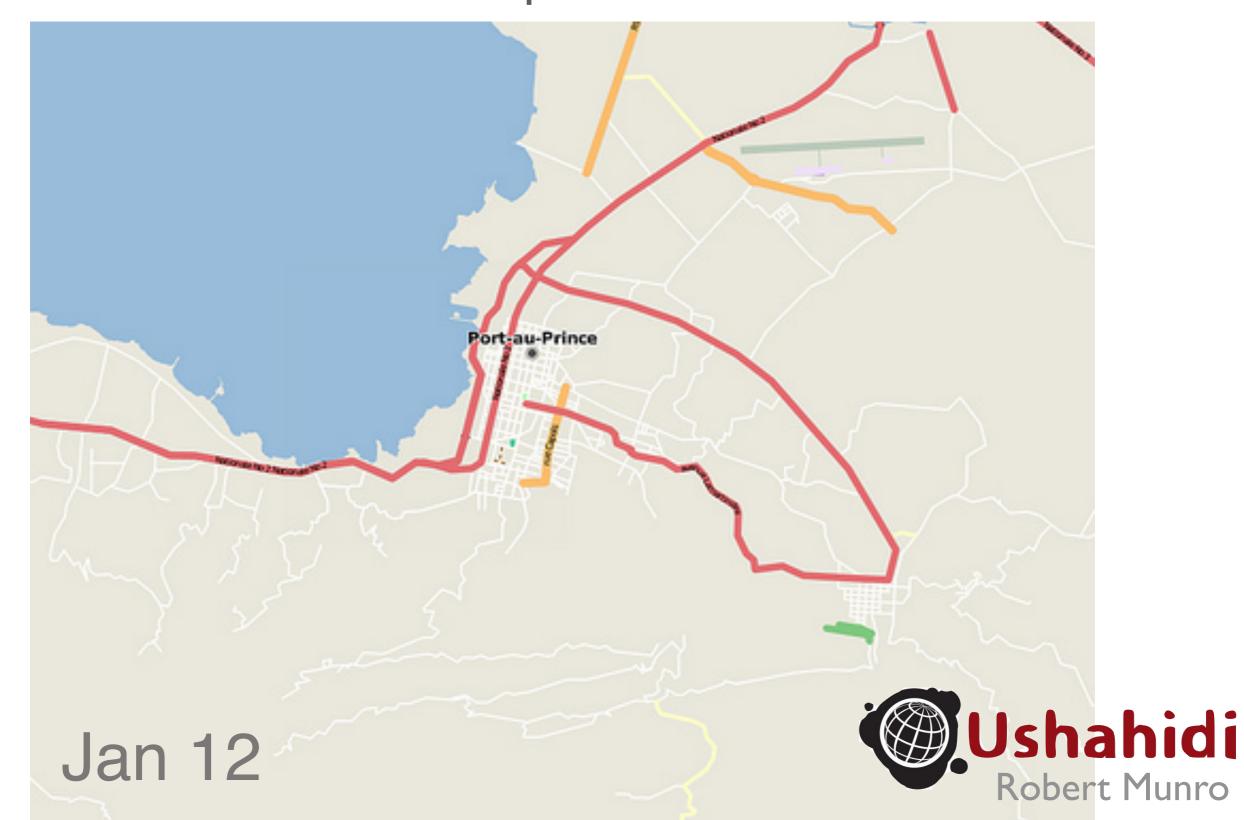
Wikipedia

The Free Encyclopedia

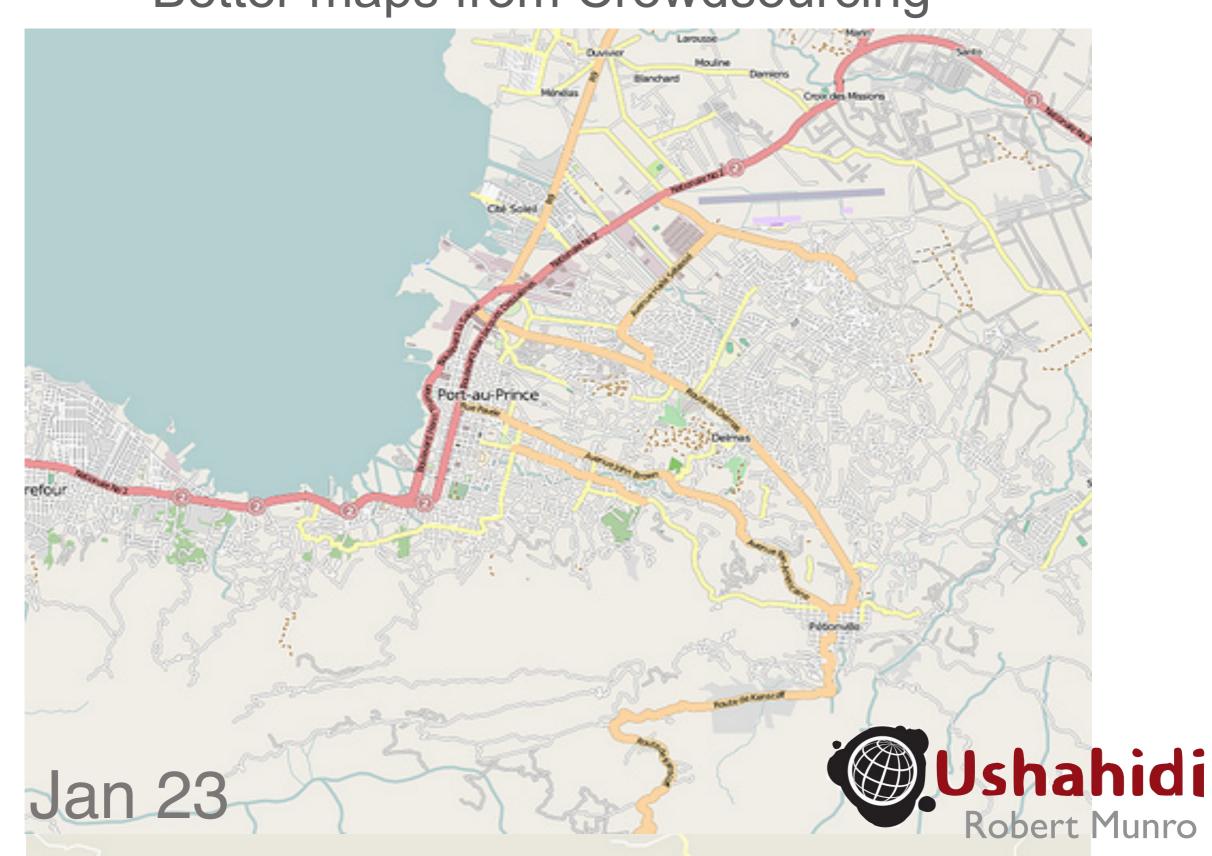


Disaster Response

The maps are bad



Disaster Response Better maps from Crowdsourcing



Disaster Response

The responders don't speak Kreyol

- Fanmi mwen nan Kafou, 24 Cote Plage, 41A bezwen manje ak dlo
- Moun kwense nan Sakre Kè nan Pòtoprens
- Ti ekipman Lopital General genyen yo paka minm fè 24 è
- pitit nan Delmas 31

- My family in Carrefour, 24 Cote Plage,41A needs food and water
- People trapped in Sacred Heart Church, PauP
- General Hospital has less than 24 hrs. supplies
- Fanm gen tranche pou fè yon
 Undergoing children delivery Delmas 31



Disaster Response Maps + Translation + Local Knowledge

Workers collaborated to find locations:

Dalila: I need Thomassin Apo please

Apo: Kenscoff Route: Lat:

18.495746829274168,

Long:-72.31849193572998

Apo: This Area after Petion-Ville and

Pelerin 5 is not on Google Map. We have

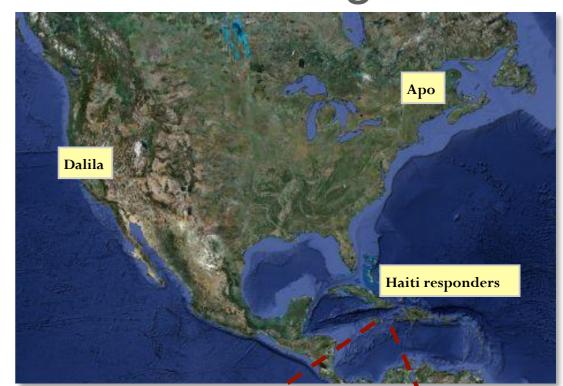
no streets name

Apo: I know this place like my pocket

Dalila: thank God u was here

Feedback from responders:

"just got emergency SMS, child delivery, USCG are acting, and, the GPS coordinates of the location we got from someone of your team were 100% accurate!"





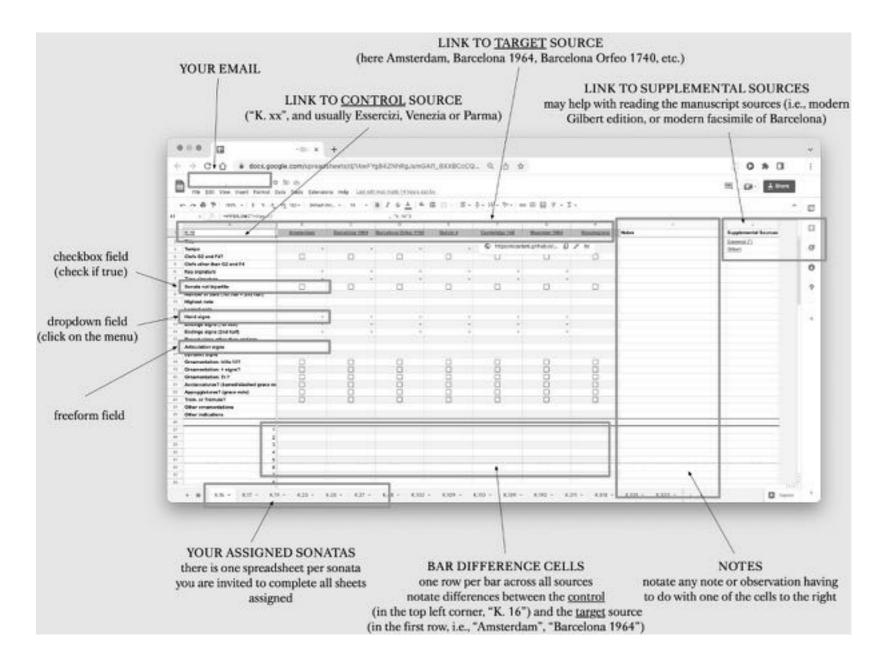
Disaster Response

- Clark Craig of the Marine Corps:
 - —"I cannot overemphasize to you what the work of the Ushahidi/Haiti has provided. It is saving lives every day."
- Secretary of State Hillary Clinton:
 - —"The technology community has set up interactive maps to help us identify needs and target resources. And on Monday, a seven-year-old girl and two women were pulled from the rubble of a collapsed supermarket by an American search-and-rescue team after they sent a text message calling for help."
- Craig Fulgate, FEMA Task Force:
 - —"[The] Crisis Map of Haiti represents the most comprehensive and up-to-date map available to the humanitarian community."
- Ushahidi@Tufts:
 - —"The World Food Program delivered food to an informal camp of 2500 people, having yet to receive food or water, in Diquini to a location that 4636 had identified for them."

How can computer science and economics help facilitate collective intelligence?

Scarlatti Project

Collecting Information on manuscripts





| <u>(.109</u> | Barcelona 1964 | Cambridge 148 | New Haven | New York Cary |
|---|-------------------------------------|--|--|--|
| 1 | 1a,] 0 ; 1] +r1 ; 1] +r4 | 1] +r4 | | |
| 1app] acc8 ;] 2 -tripletsign 1app] acc16 ;] 3 -tripletsign 1app] 8 ; 1] +r4 ; 2d"] 4 -tie 1d"] 4 ; 2f] +tie ; 2e"] 5 -tie ; 6gsharp"] -tr | | 1app] acc8 ; 3b'] 4 ;] -tripletsign | 1app] 16 ; 2e"] 2. ;] -tripletsign | 1app] 8 ; 5c"] gsharp" ; 6d"] e" ;] -tripletsign |
| | | 1app] acc8 ;] -tripletsign | 1app] 16 ; 2e"] 2. ; 2e"] +tie ;] -tripletsign | 1app] 8 ; 5c"] gsharp" ; 6d"] e" ;] -tripletsign |
| | | 1app] 8 ; 2d"] 2 ; 2d"] -tie | 1r] e"4; 1app] 16; 2d"] 2; 2d"] -tie 1d"] app8; 6e"] app8 | 1app] 0 ; 2d"] -tie 2e"] -tie ; 4c"'] a" ; 5d"'] b" ; 7d"] +tie |
| | | 1d"] 4 ; 2a"] +tie ; 2e"] -tie ; 6gsharp"] -tr ; 7d"] 4. | | |
| 1d"] 4 ; 2e"] -tie ; 6 6gsharp"] -tr | | 1e'] 2 ; 2e"] -tie ; 6gsharp"] -tr ; 7d"] 4. 0 | | 2e"] -tie ; 4c""] a" ; 5d""] b" ; 6gsharp"] -tr |
| 7 3] +r2 8 4app] acc8 | | 1app] 8 ; 1b"] -longwavyline | 1app] 8 ; 1b"] +upstem ; 1b"] -longwavyline 4app] 8 ; 5e'] -tr | 1app] 8 ; 1b"] -longwavyline 4app] 8 ; 5e'] -tr |
| | | 4app] 4 | | |
| | | 3f] +flat ; 5app] 8 | 5app] 8 ; 5d"] -tie ; 6e'] -tr | 3f] 4; 3f] +tie; 5] +f4; 5app] acc8; 6e'] -tr |
| 10 | 5d"] -tr | 5d"] -tr | | |
| 11 | 1app] 8 ; 1c"] -tr ; 5app] 8 | 1app] 8 ; 1c"] -tr ; 3b'] a' ; 4a'] g' ; 5app] 8 | 1app] 16 ; 5app] 16 | 1app] acc8; 1c"] -tr; 5app] acc8 |
| 12 1a] 0 ; 4gsharp'] -M 13 4f] 0 | | 1a] 0 | 1a] 0 | 1a] 0 |
| | | 4f] 0 | | 4d'] -tr |
| 14 | 1e] 0 ; 4gsharp'] -M | 1e] 0 | 1e] 0 | 1e] 0 |
| 15 | 4f] 0 | 4f] 0 | 2gsharp] -sharp | 2 extra bars |
| 16 | | | | |
| 17 1d'] 2 ; 1d'] +tie ; 7] +d'4 | | | 1d'] 2 ; 1d'] +tie ; 7] +d'4 | |
| 18 | 5d'] e' ; 8e'] -tie | 5d'] e' ; 8e'] -tie | 5d'] e' ; 8e'] -tie | 5d'] e' ; 8e'] -tie |
| 19 | 1a,] 0 ; 4a] 0 ; 7b] 0 ; 10b,] 0 | | | |
| 20 | 5a] b | | 5a'] +downstem | |

Figure 3 - partial collation of K109, bars 1-20





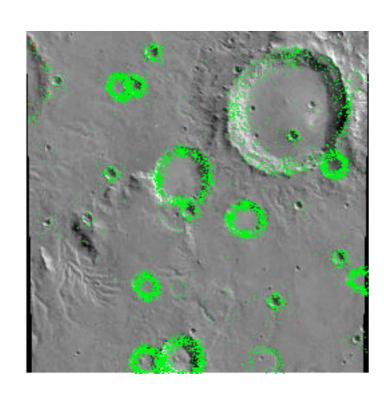


NASA Clickworkers (2000)

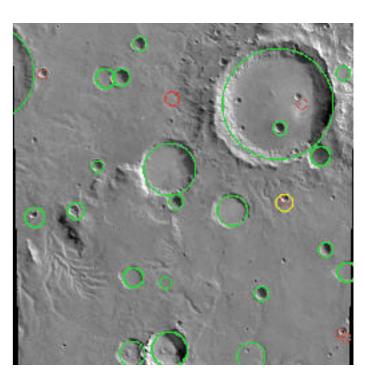
NASA showed that public volunteers could do routine science analysis that would normally be done by a graduate student working for months on end. From 11/2000 to 1/2002, they had **101,000 clickworkers** volunteering **14,000 work hours**, **612,832 sessions**, and **2,378,820 entries**!

We try to have several people cover each region on Mars so that we can compute a consensus, throwing out any mistaken or frivilous entries and averaging out the inaccuracies.

Here are all the clicks we received for this region

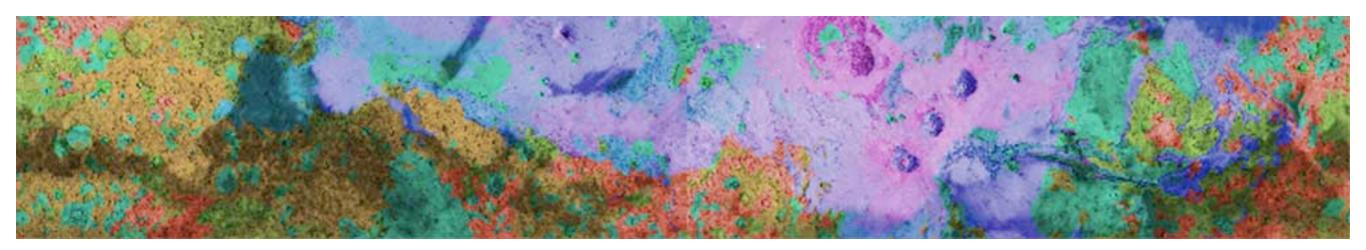


Here is the consensus



NASA Clickworkers (2000)

Mars age map produced directly from clickworker inputs.

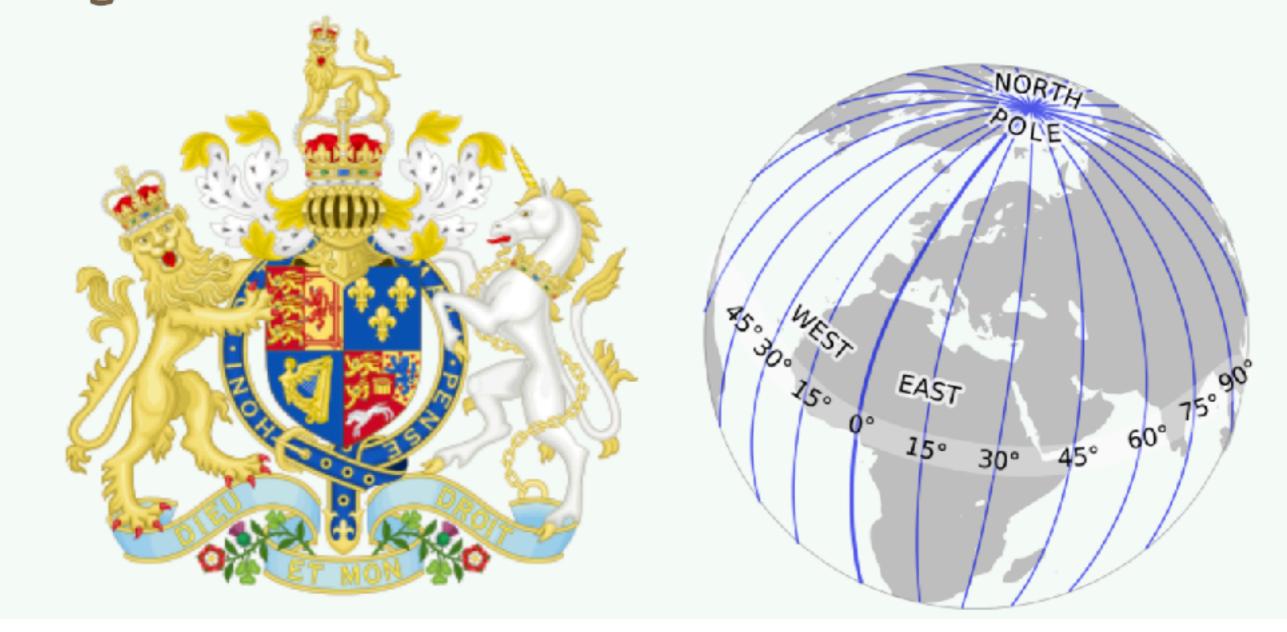


Mars age map produced from scientists



Color guide: red=heavily cratered (old), green=medium, violet=lightly cratered (young).

Longitude rewards



NETFLIX

Netflix Prize

Home Rules Leaderboard Register Update Submit Download

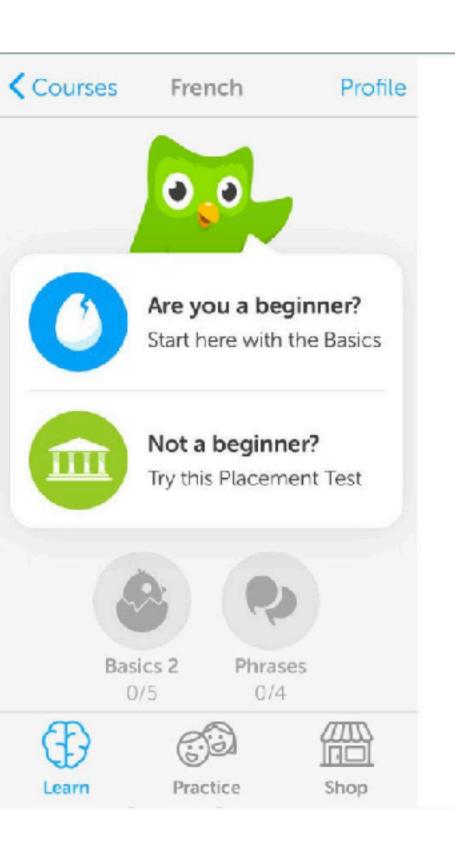
Leaderboard

Display top 40 leaders.

| Rank | Team Name No Grand Prize candidates yet | E | Best Score | 9 Improvement | Last Submit Time |
|------|---|----|------------|---------------|---------------------|
| Gran | nd Prize - RMSE <= 0.8563 | | | | |
| 1 | PragmaticTheory | 10 | 0.8584 | 9.78 | 2009-06-16 01:04:47 |
| 2 | BellKor in BigChaos | | 0.8590 | 9.71 | 2009-05-13 08:14:09 |
| 3 | Grand Prize Team | | 0.8593 | 9.68 | 2009-06-12 08:20:24 |
| 4 | Dace | | 0.8604 | 9.56 | 2009-04-22 05:57:03 |
| 5 | BigChaos | | 0.8613 | 9.47 | 2009-06-15 18:03:55 |

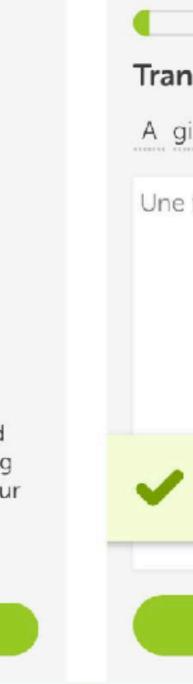
Games with a Purpose





Take a test to jump ahead! It takes about 5 minutes, and adapts to your level by getting harder (or easier) based on your answers.

Cancel



Start





Luis Von Ahn == Tom Sawyer



Know Your Nyms?



Know Your Nyms?

KEEP YOUR BRAIN ON ITS TOES

Welcome CCB!

Total Rounds Played: 433

Total Score: 34138.2

Average Score Per Round: 78.84

How to Play

About the Team

Leaderboards

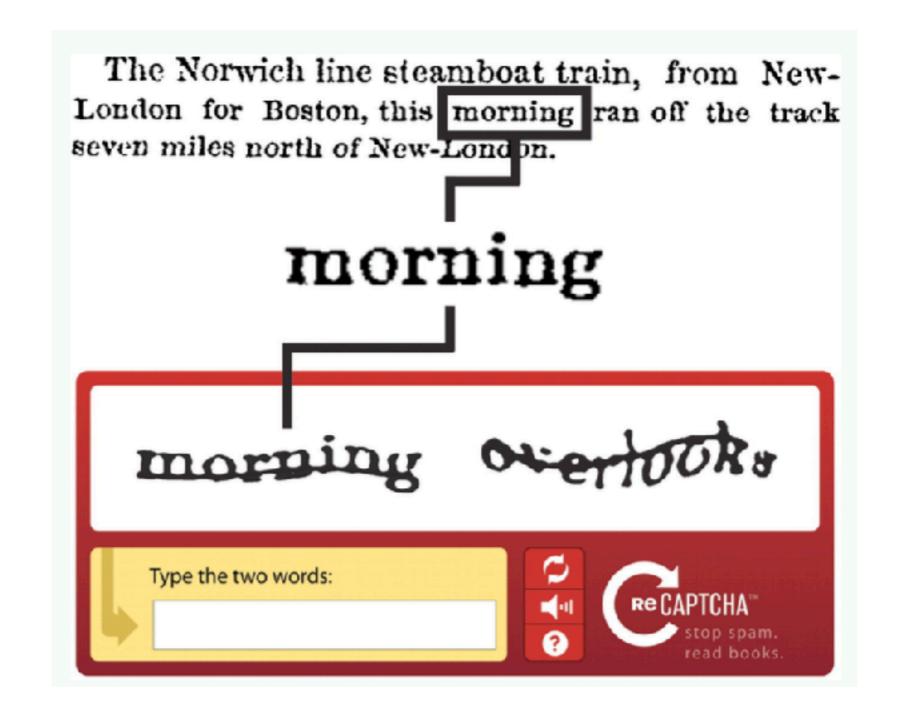
Start Round

- Synonyms Antonyms Hyponyms Meronyms

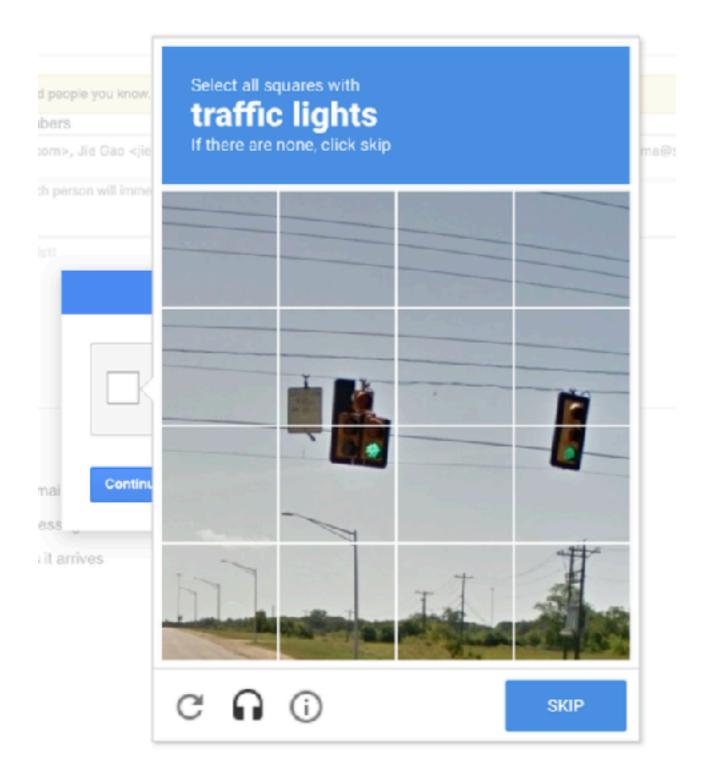
https://www.know-your-nyms.com

Implicit Work

Captcha



Implicit work





Microwork

Sign in as a Worker | Requester

Your Account

HITS

Qualifications

Introduction | Dashboard | Status | Account Settings

Mechanical Turk is a marketplace for work.

We give businesses and developers access to an on-demand, scalable workforce. Workers select from thousands of tasks and work whenever it's convenient.

37,649 HITs available. View them now.

Make Money by working on HITs

HITs - Human Intelligence Tasks - are individual tasks that you work on. Find HITs now.

As a Mechanical Turk Worker you:

- Can work from home
- Choose your own work hours
- · Get paid for doing good work

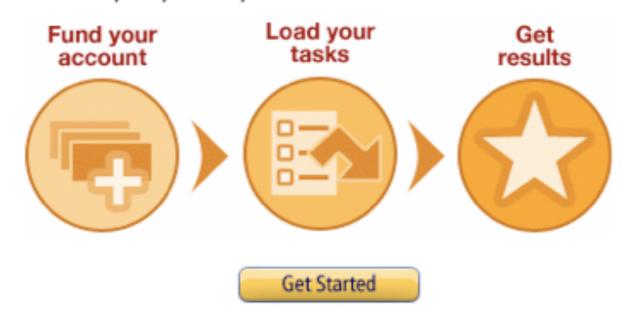


Get Results from Mechanical Turk Workers

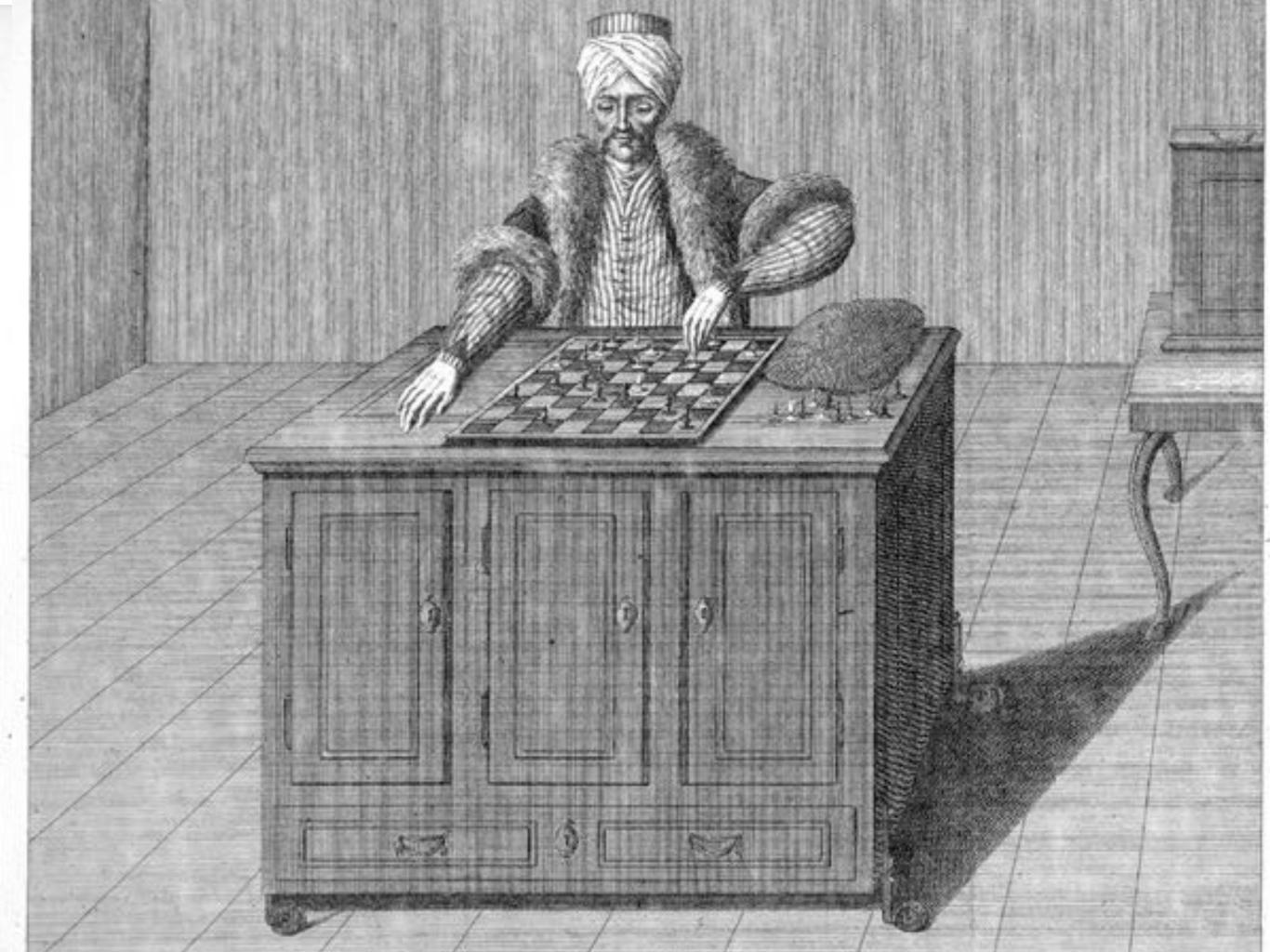
Ask workers to complete HITs - Human Intelligence Tasks and get results using Mechanical Turk. Register Now

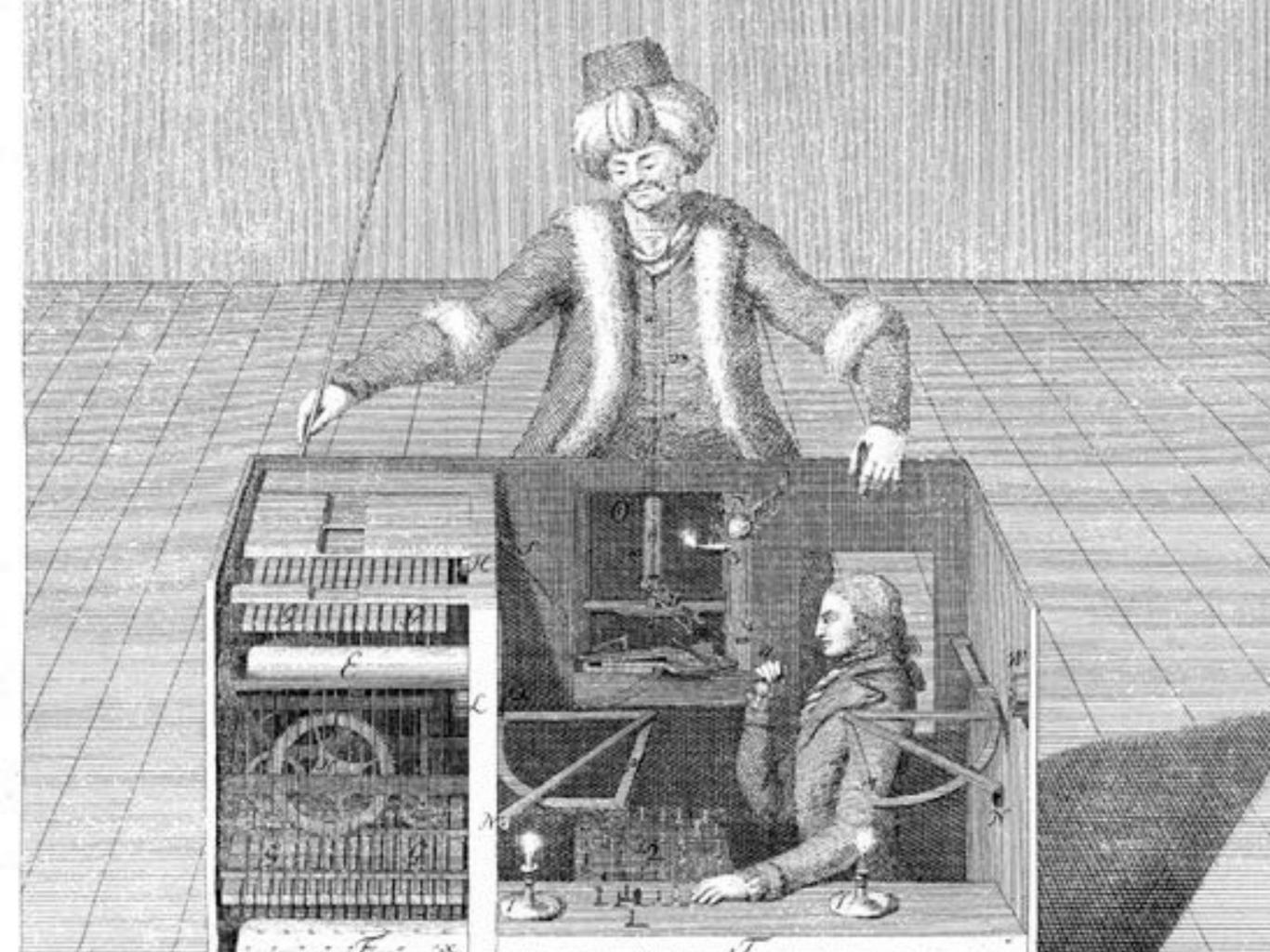
As a Mechanical Turk Requester you:

- Have access to a global, on-demand, 24 x 7 workforce
- · Get thousands of HITs completed in minutes
- Pay only when you're satisfied with the results



or learn more about being a Requester





Qualifications

37,530 HITs available now

All HITs | HITs Available To You | HITs Assigned To You

Search for

HITs

amazonmechanical turk

containing

diate pay acres

that pay at least \$ 0.00

for which you are qua

Timer: 00:00:00 of 5 minutesWant to work on this HIT?

Accept HIT

Want to see other HITs?

Skip HIT

Total Earned: Unavailal

Total HITs Submitted: 0

Enter Postmark & Stamp Information for a Postcard

Requester: Cardcow Reward: \$0.01 per HIT HITs Available: 2 Duration: 5 minutes

Qualifications Required: Data Entry for Postcards has been granted

Enter Postmark & Stamp Information for this card



Postmark City:

Postmark State: (or Country) Postmark Date: (Ex: Nov-09)

(Ex: 1909)

Postmark Year:

Stamp: (Ex: 1c, 2c,

half penny)

(month & day)

HITS

♦ containing

0.00

Sign In

Timer: 00:00:00 of 5 minutesWant to work on this HIT?

Accept HIT

Want to see other HITs?

Enter Postmark & Stamp Information for a Postcard

Requester: Cardcow

Reward: \$0.01 per HIT

HITs Available: 2

Duration: 5 minutes

s been granted

Postmark City:

Postmark State: MA

Postmark Date:

Oct-11

1c, 2c,

Postmark Year:

1886

Stamp:

1c

Postmark City:

Postmark State: (or Country)

Postmark I (Ex: Nov-09

(month & day)



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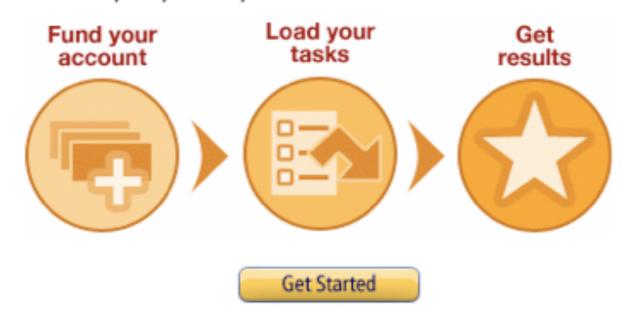


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- Pay only when you're satisfied with the results



or learn more about being a Requester

Business Cards **Solved**

step 3 contact done

step 1 point & capture





step 2 real people







Simple





Reliable

STEP 1 OF

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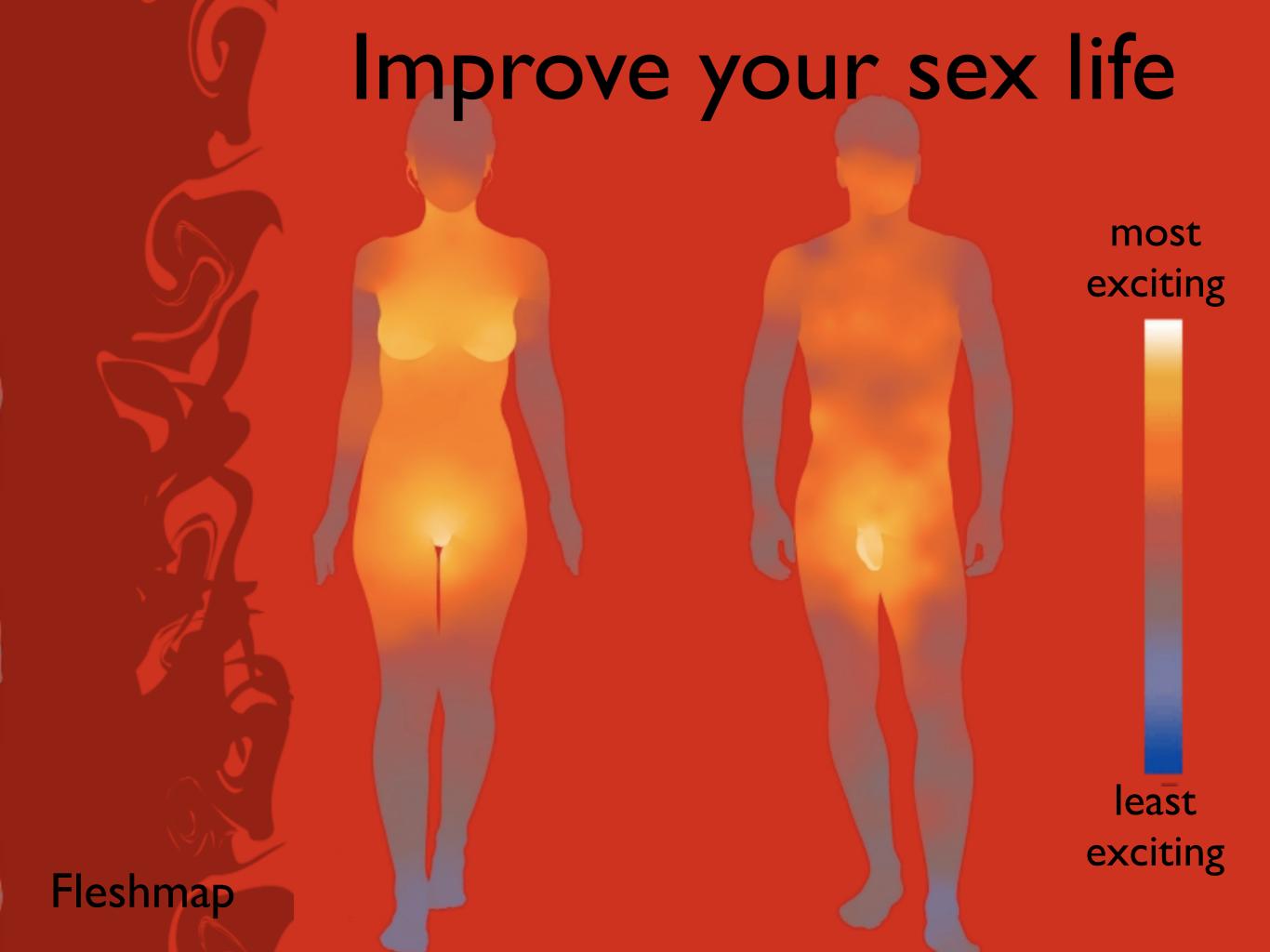
WALL STREET JOURNAL

NEWS & UPDATES

AUGUST 12 2013: Google Checkout is closing, and we're going to remove it as a payment

Help African Refugees





Dark Side of Crowdsourcing

(J Zittrain, "Minds for Sale")

- Surveillance
- Alienation and Deskilling
- Moral Valence
- Race to the Bottom

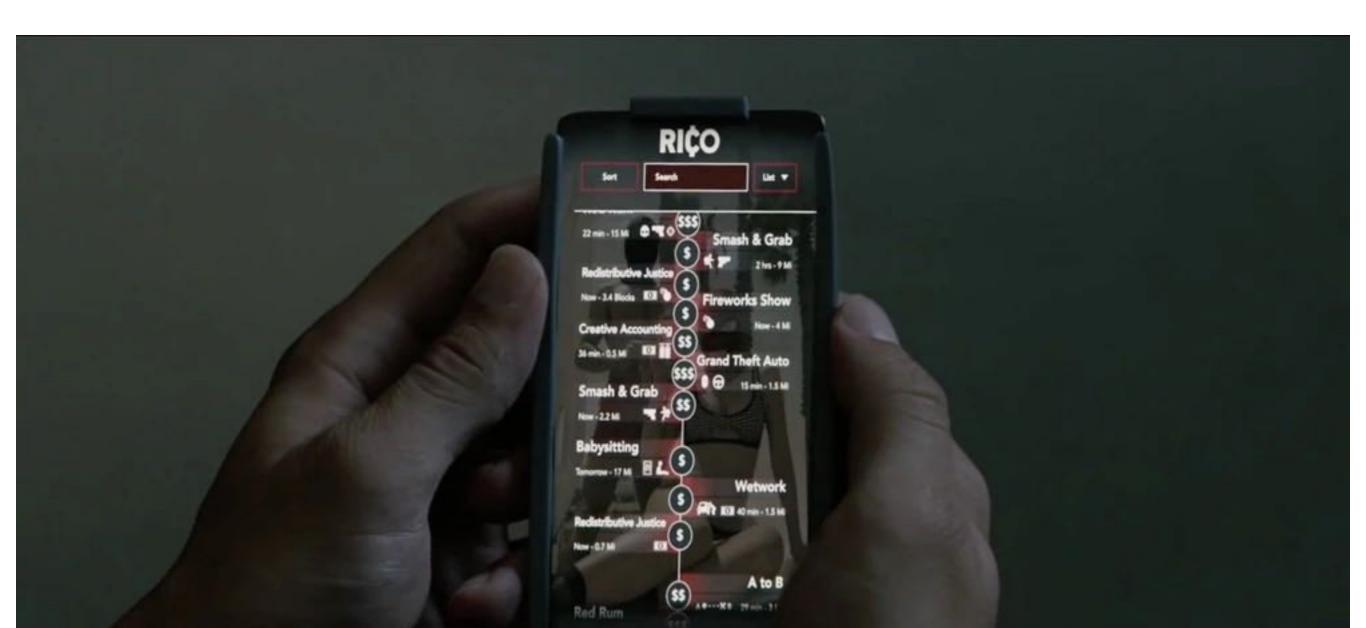
Iranian protesters appearing in widely disseminated online photos from the ongoing post-election demonstrations in Iran, are now being targeted on a website of the Islamic Revolutionary Guard Corps.

The website, called 'vortex'... shows images of 20 people with red circles drawn around their faces claiming without evidence that they have been involved in creating "chaos" in Tehran.

Citizens are invited to call or email if they can identify the people on the photos. Gerdab also claims that two of the people depicted have already been arrested. The site provides no further information about any of the depicted people.

RICO/WestWorld

 (In the fictional world of WestWorld) RICO is an app used by individuals to accept short term and illegal work - such as robbing ATMs, kidnapping, and more. Users of the app are alerted to work that they may be qualified for.

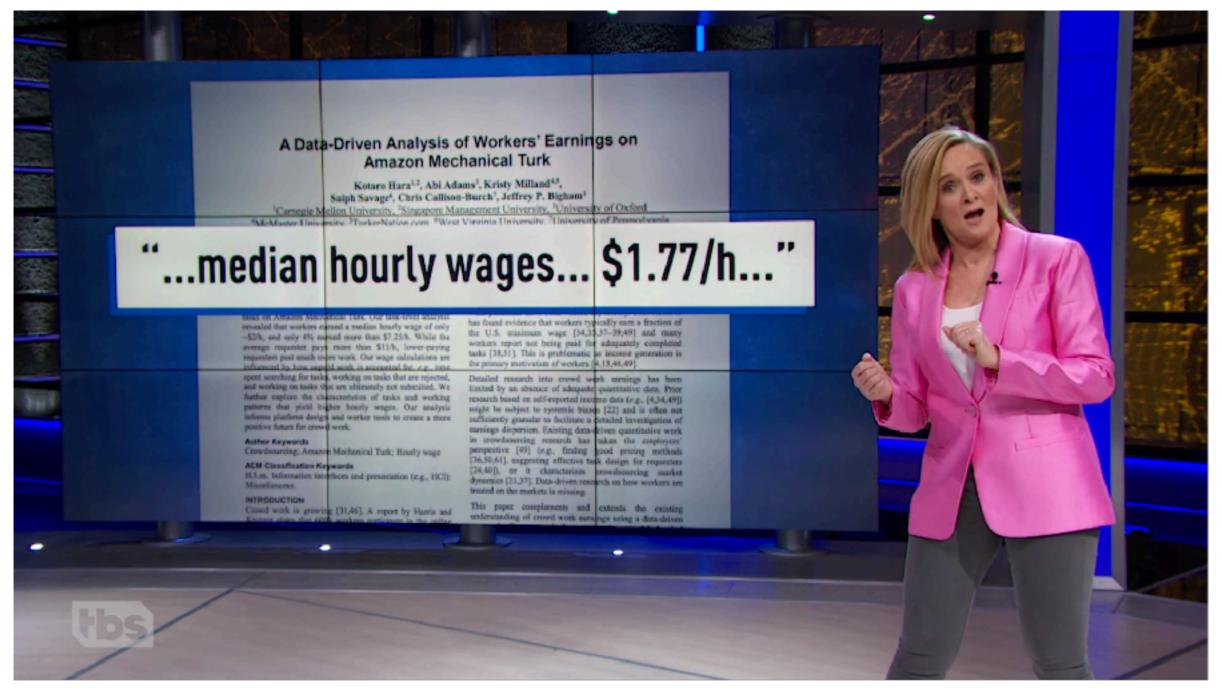


Bill Maher on the Sharing Economy



Real Time with Bill Maher: The "Sharing" Economy – August 21, 2015 (HBO)

Samantha Bee on the Gig Economy



America's Gig-Based Economy Gets Zero Stars | Full Frontal - Mar 11, 2020

A Data-Driven Analysis of Workers' Earnings on Amazon Mechanical Turk

Kotaro Hara^{1,2}, Abigail Adams³, Kristy Milland^{4,5}, Saiph Savage⁶, Chris Callison-Burch⁷, Jeffrey P. Bigham¹

¹Carnegie Mellon University, ²Singapore Management University, ³University of Oxford ⁴McMaster University, ⁵TurkerNation.com, ⁶West Virginia University, ⁷University of Pennsylvania kotarohara@smu.edu.sg

ABSTRACT

A growing number of people are working as part of on-line crowd work. Crowd work is often thought to be low wage work. However, we know little about the wage distribution in practice and what causes low/high earnings in this setting. We recorded 2,676 workers performing 3.8 million tasks on Amazon Mechanical Turk. Our task-level analysis revealed that workers earned a median hourly wage of only ~\$2/h, and only 4% earned more than \$7.25/h. While the average requester pays more than \$11/h, lower-paying requesters post much more work. Our wage calculations are influenced by how unpaid work is accounted for, e.g., time spent searching for tasks, working on tasks that are rejected, and working on tasks that are ultimately not submitted. We further explore the characteristics of tasks and working patterns that yield higher hourly wages. Our analysis informs platform design and worker tools to create a more positive future for crowd work.

Author Keywords

Crowdsourcing; Amazon Mechanical Turk; Hourly wage

temporarily out-of-work engineers to work [1,4,39,46,65].

Yet, despite the potential for crowdsourcing platforms to extend the scope of the labor market, many are concerned that workers on crowdsourcing markets are treated unfairly [19,38,39,42,47,59]. Concerns about low earnings on crowd work platforms have been voiced repeatedly. Past research has found evidence that workers typically earn a fraction of the U.S. minimum wage [34,35,37–39,49] and many workers report not being paid for adequately completed tasks [38,51]. This is problematic as income generation is the primary motivation of workers [4,13,46,49].

Detailed research into crowd work earnings has been limited by an absence of adequate quantitative data. Prior research based on self-reported income data (e.g., [4,34,49]) might be subject to systemic biases [22] and is often not sufficiently granular to facilitate a detailed investigation of earnings dispersion. Existing data-driven quantitative work in crowdsourcing research has taken the employers' perspective [49] (e.g., finding good pricing methods [36,50,61] suggesting effective task design for requesters

Reddit manhunt falsely accuses wrong person

- After the Boston Marathon bombing Redditors tried and failed to find the bombers by pouring over photographs
- Sunil Tripathi, a Brown U student who had gone missing was falsely accused
- Why did they fail so badly?

How to put crowdsourcing towards good uses

Use of MTurk-like systems in research

- Participant pool for user studies, polling, cognitive science experiments
- Annotation for machine learning tasks like computer vision or NLP
- Human Computer Interaction: worker pools are hardwired into the UI
- New Programming Languages Concepts
- Study markets themselves for economics research, cost-optimization

Crowdsourcing and the Social Sciences

Social Psychology

From Buhrmester, Kwang, & Gosling (2011, Perspectives on Psychological Science)
Amazon's Mechanical Turk: A New Source of Inexpensive, Yet High-Quality, Data?:

Findings indicate that: (a) MTurk participants are slightly more representative of the U.S. population than are standard Internet samples and are significantly more diverse than typical American college samples; (b) participation is affected by compensation rate and task length but participants can still be recruited rapidly and inexpensively; (c) realistic compensation rates do not affect data quality; and (d) the data obtained are at least as reliable as those obtained via traditional methods.

Economics

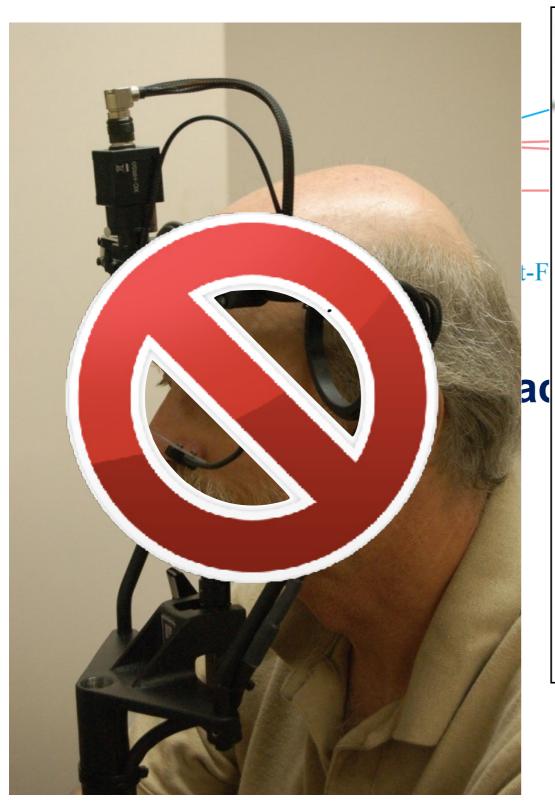
From Horton, Rand & Zeckhauser (2010, Experimental Economics) – The Online Laboratory: Conducting Experiments in a Real Labor Market:

Online experiments can be just as valid as laboratory and field experiments, while requiring far less money and time to design and to conduct. We describe the benefits of conducting experiments in onlin labor markets and we replicate three classic experiments.

Clinical Psychology Management/Cognition Theoretical Biology

Examples from Gilad Fili Feldman's blog: http://mgto.org/

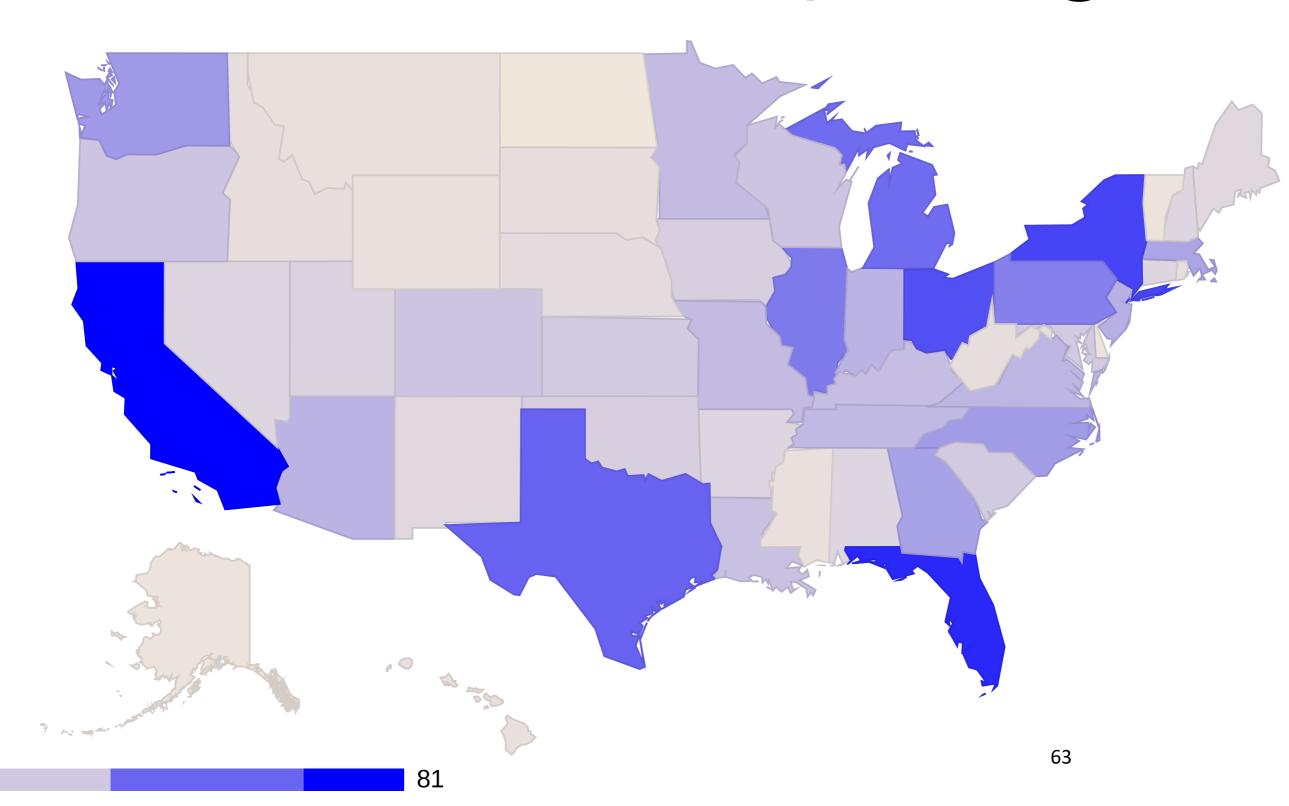
Crowdsourcing and the Social Sciences



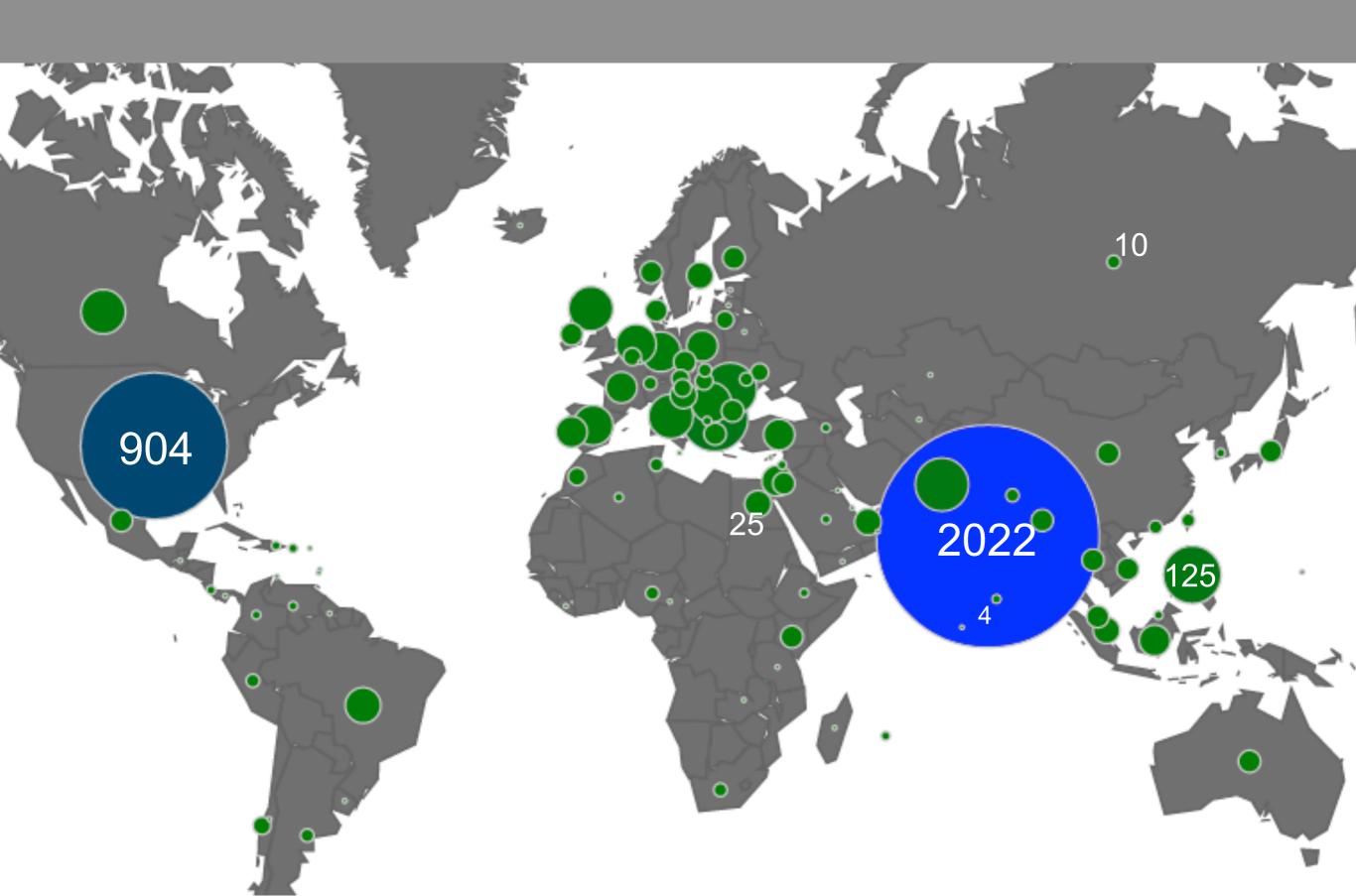


ViewSer: Enabling Eye Tracking lite at Scale (Agichtein SIGIR 2011, CHI 2011)

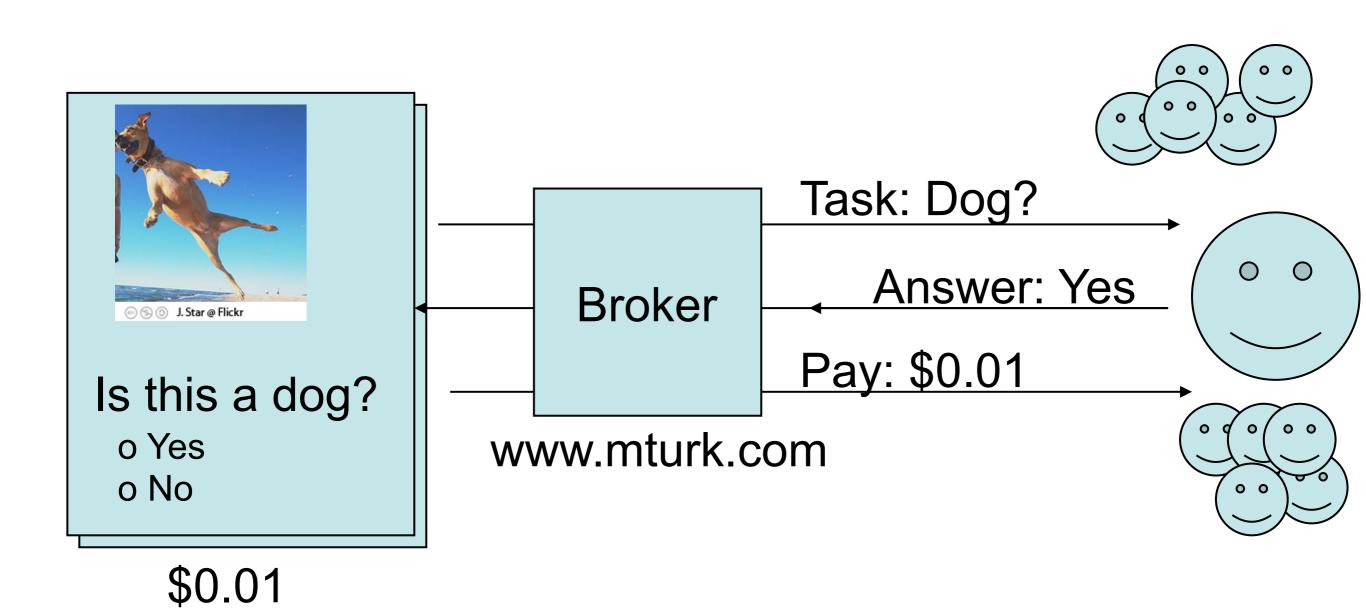
User studies / polling



World wide workforce



Annotation for machine learning / artificial intelligence tasks





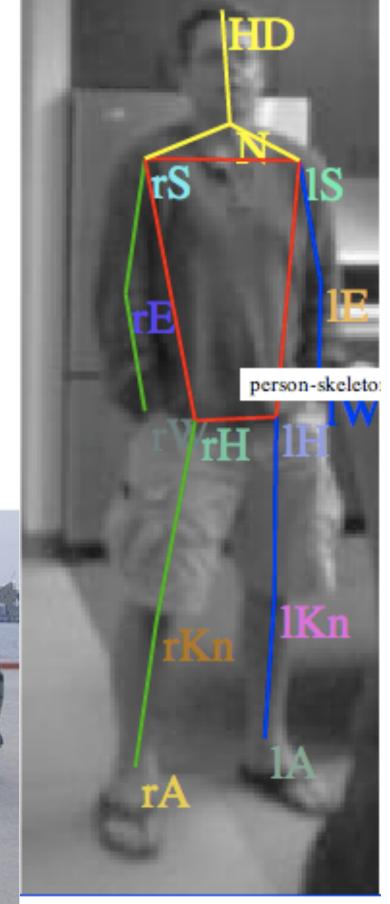
"We decided we wanted to do something that was completely historically unprecedented. We're going to map out the entire world of objects." The resulting dataset was called ImageNet.

IMAGENET









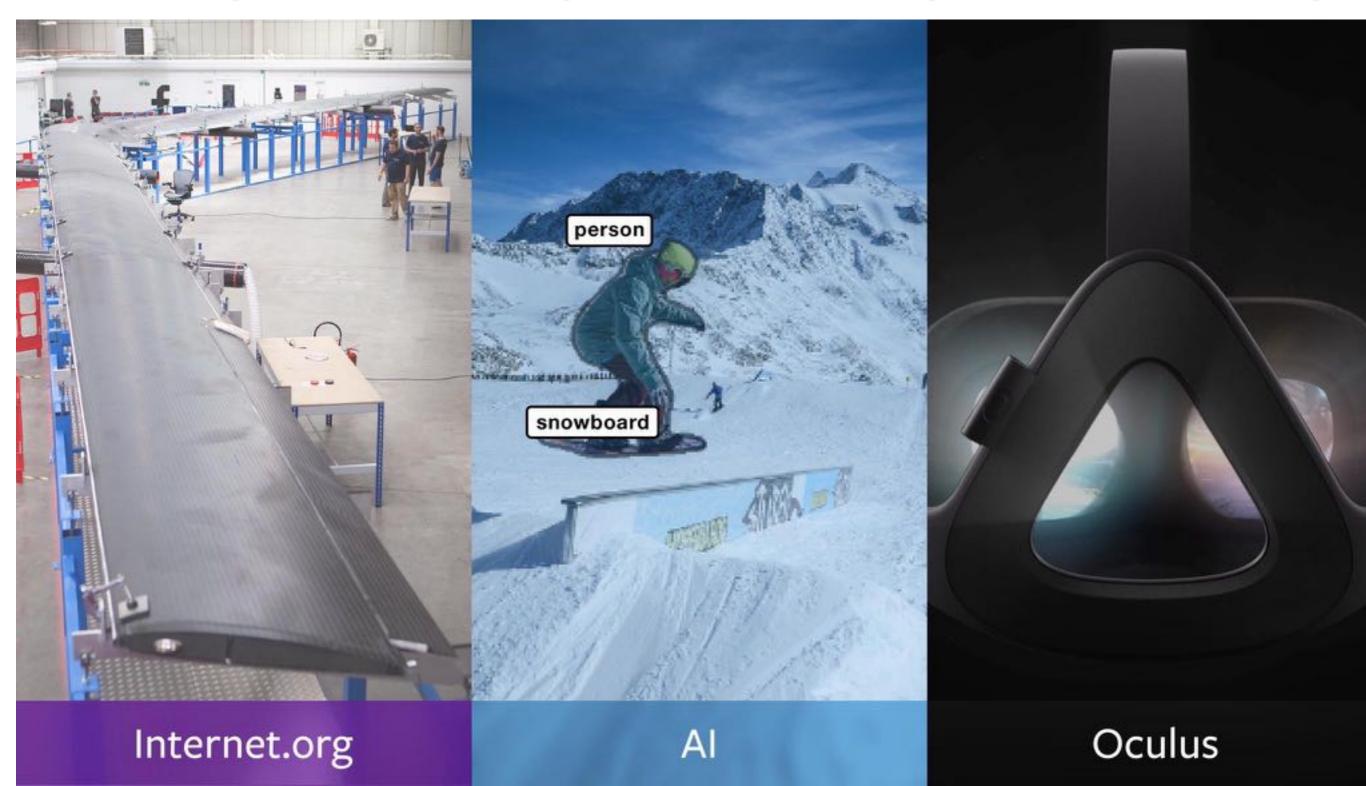


Mark Zuckerberg 🗸

⋒ Follow

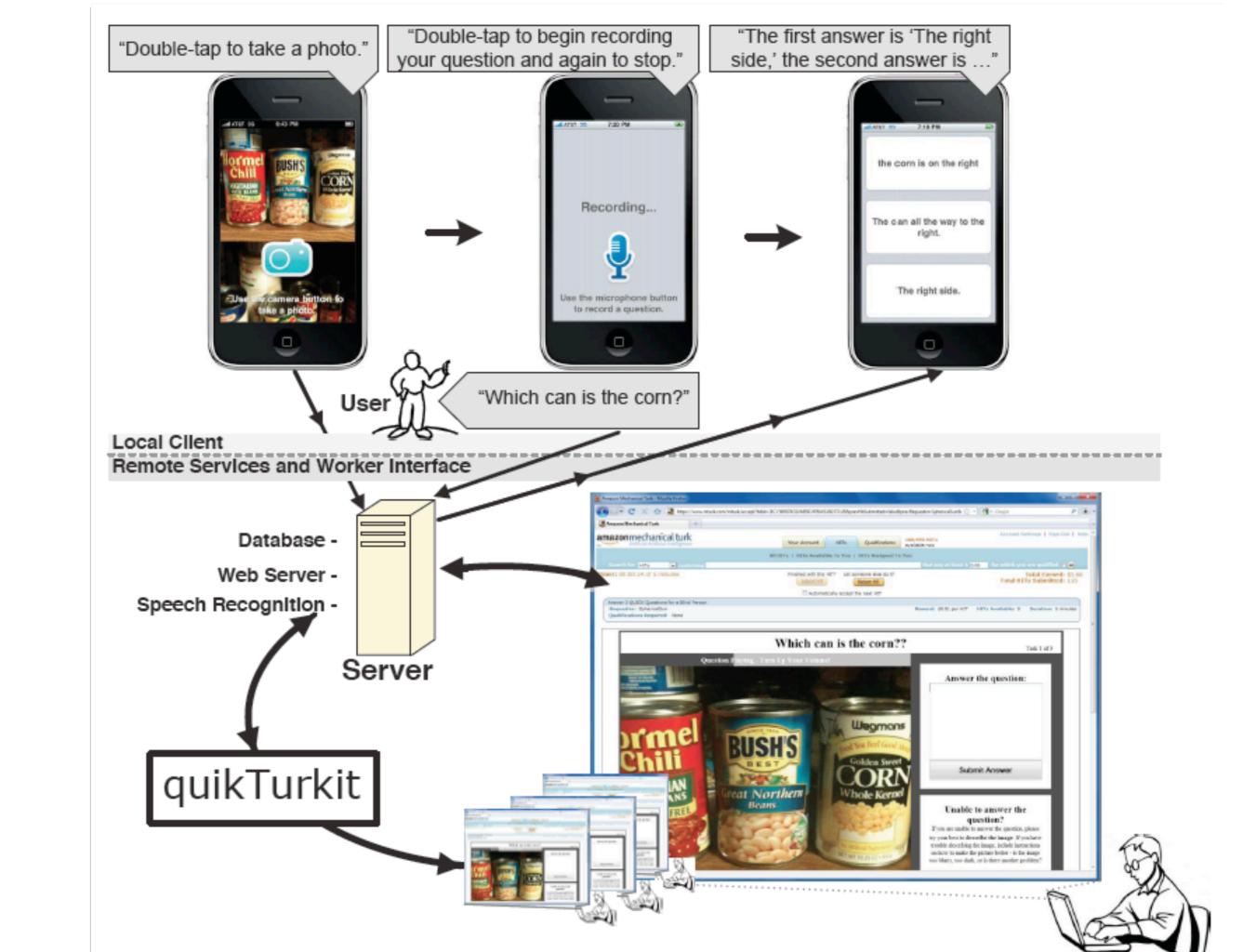
January 6 at 4:23pm · Palo Alto · 🚱

2016 is a big year for launching the future technology we've been building.



Human Computer Interaction

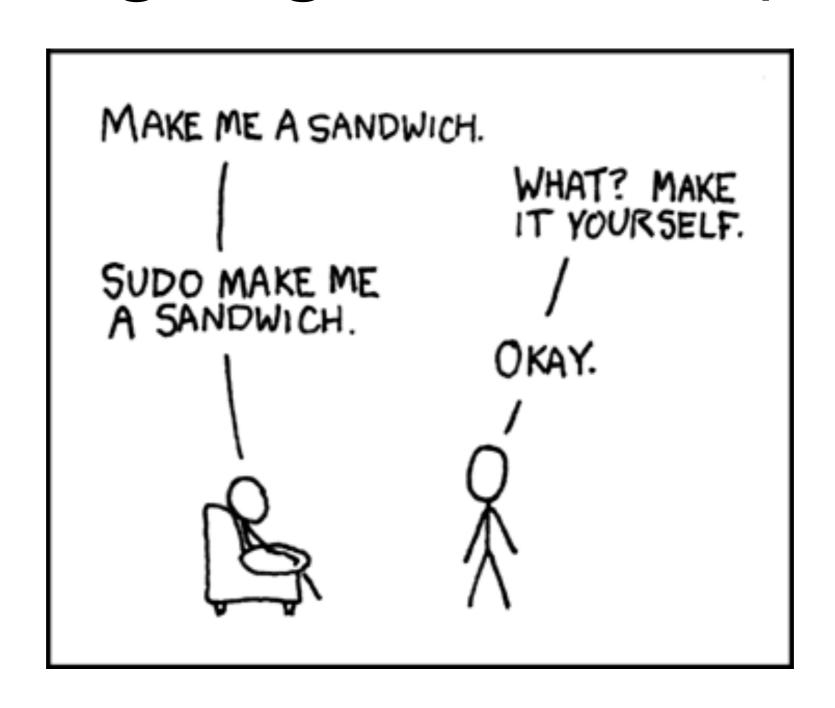
- VizWiz best paper award at UIST 2010
 - Mobile service that aids bind uses with "visual questions" in near-realtime
 - https://www.youtube.com/watch?
 v=EtfriMJQ0 M



Human Computer Interaction

- Soylent a Word Processor that is made of people http://projects.csail.mit.edu/soylent/
- Uses workers on MTurk to perform several tasks
 - Shortn: reduce the length of a paragraph
 - Crowdproof: proofread and correct errors
 - The human macro: A natural language interface to making changes to a document

New Programming Languages Concepts

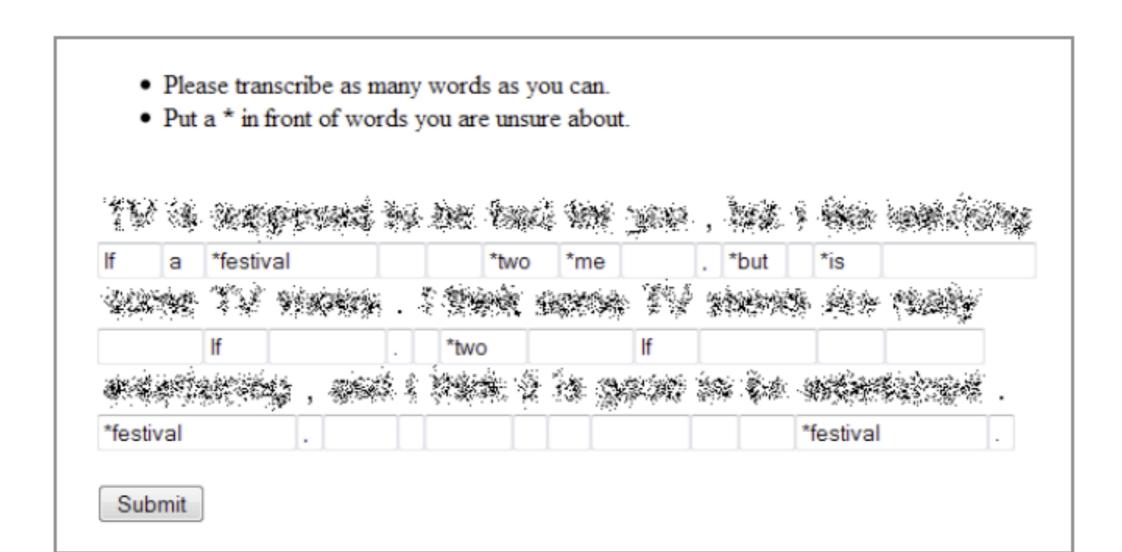


New Programming Languages Concepts

```
ideas = []
for (var i = 0; i < 5; i++) {
    idea = mturk.prompt(
        "What's fun to see in New York City?
         Ideas so far: " + ideas.join(", "))
    ideas.push(idea)
ideas.sort(function (a, b) {
    v = mturk.vote("Which is better?", [a, b])
    return v == a ? -1 : 1
})
```

New Programming Languages Concepts

- Latency
- Cost
- Parallelization
- Non-determinism
- Iterative improvement



Study Markets Themselves

- What predictions of economics hold true on MTurk?
- What incentives can we give to increase throughput, quality, worker retention?
- What is the cost-optimal solution to a problem?

What will we cover in this class (and should you take it)?

Topics

- Taxonomy of crowdsourcing and human computation
- Crowdsourcing platforms like Mechanical Turk and CrowdFlower
- Programming concepts for human computation
- The economics of crowdsourcing
- Crowdsourcing and machine learning
- Applications to human computer interaction
- Crowdsourcing and social science
- Data mining from Twitter

Who should take this class

- Students with a tolerance for disorganization
- Anyone who wants to be on the cutting edge of this new field
- Entrepreneurial students who want to start their own companies
- Students from the business school who want to experiment with markets
 - Wharton students will have to fulfill "Leadership Requirement"
- Students from the social sciences who want to conduct large-scale students with people

Course Requirements

Weekly assignments

Writing and Coding

Video presentations

Company profile, project pitch

Final project

Self-designed, groups of 3-4

Final presentation

Show off your work

How much programming is required?

- Programming assignments are in Python
- We provide code that you modify
- We want everyone to be able to participate, regardless of programming experience
- For most assignments, you can work with a partner (turn in only one assignment - you'll both get the same grade)

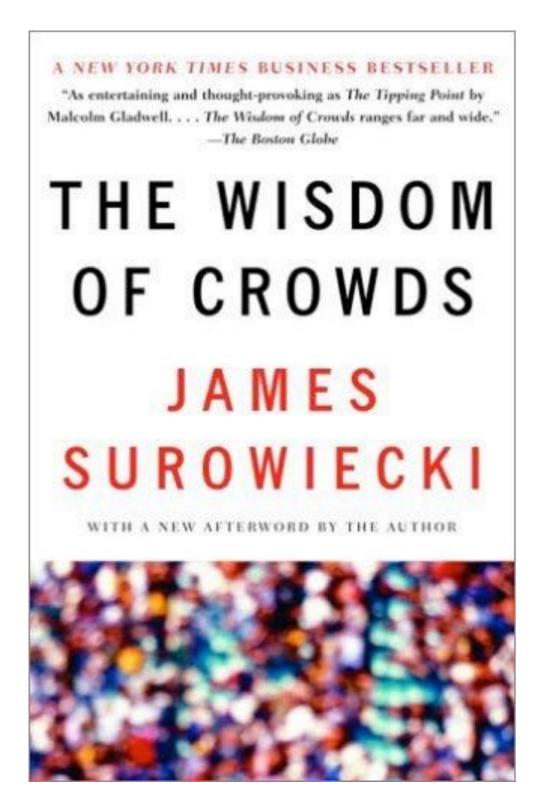
Example programming assignments from Last Year: Twitter sentiment analyzer

- The programming assignments form a sequence
 - Harvest Tweets that mention a company or multiple companies
 - Design a MTurk HIT to have Turkers categorize the sentiment (neutral/+/-)
 - Automatically grade the Turkers and analyze their quality / trustworthiness
 - Train a machine learning classifier based on the data that you collected

Written assignments

- Become a Crowd Worker and analyze your experience
- Write a company profile for a company that uses crowdsourcing
- Analyze the text of the gun violence articles to see if there is a difference between how different types of shootings are described

Reading assignments



We will be using The Wisdom of Crowds as the course reader, and supplementing it with readings from academic papers.

You will have to replicate one academic paper.

My IC Products/Services For Solvers Challenge Center Resources About Us Challenge Search

InnoCentive Challenges Pavilions External Challenges

Filters

All Challenge Sources

Premium

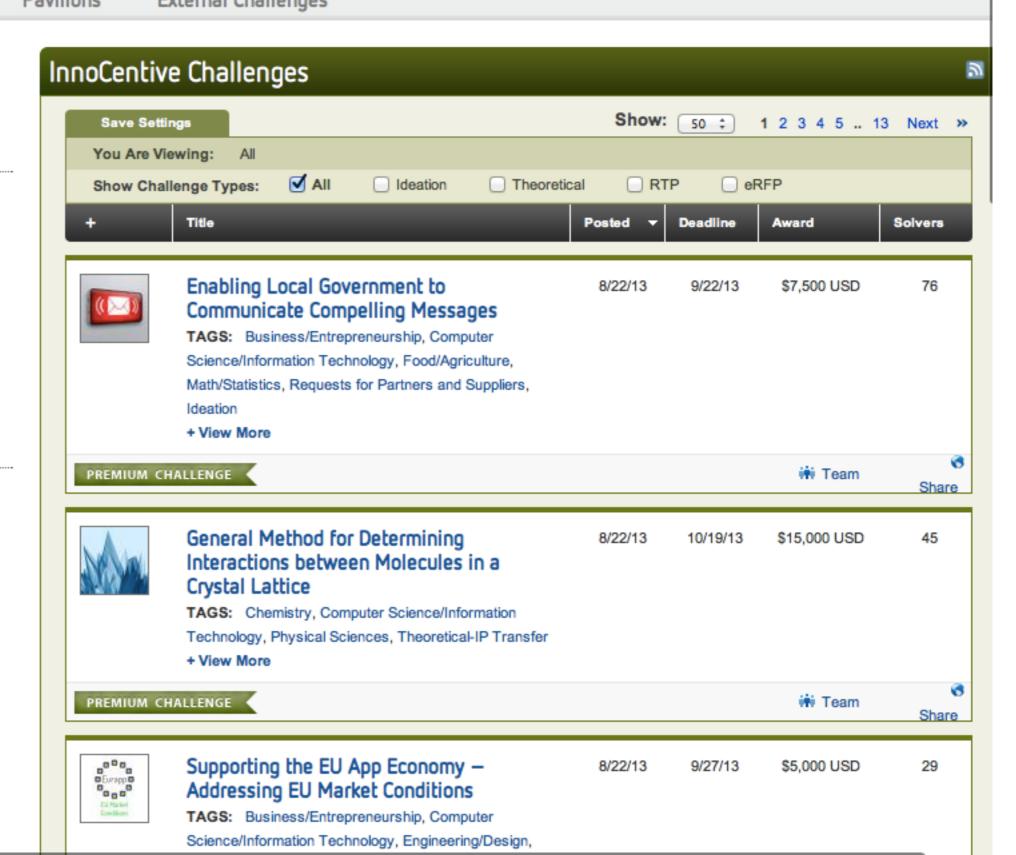
Grand Challenge

All Challenge Disciplines

- Business & Entrepreneurship
- □ ► Chemistry
- Computer/Info. Technology
- Engineering/Design
- Food/Agriculture
- Life Sciences
- Math/Statistics
- Requests for Partners

All Pavilions

- AARP Foundation | visit »
- Cleveland Clinic | visit »
- Lumina | visit »
- NASA | visit »
- Nature | visit »
- Scientific American | visit »
- Tec^Edge (Air Force) | visit »
- The Economist | visit »
- UnitedHealth Group | visit »
- Clean Tech | visit »
- Developing Countries | visit »
- Emergency Response | visit »
- Environment | visit »
- Global Health | visit »



Other Companies

- Platform providers: Amazon Mechanical Turk, oDesk, Crowdflower
- Creativity: Threadless, iStockPhoto, 99Designs, Kickstarter, quirky
- Reviews: Yelp, RottenTomatoes, Netflix, Amazon
- Politics / finance: in-trade, Ushahiti, Kiva
- Marketplace disruptors: Uber, Lyft, AirBnB, Thumbtack

What will you get out of this class?

- Understanding of an emerging field of CS
- Basic python and machine learning skills
- Ideas that you could transform into a startup company or academic research
- A new way of thinking about collective decision making by companies and countries
- Summer internships?
- \$10,000?

Sign up to be a Mechanical Turk Worker Read "Wisdom of Crowds" Intro plus Chapter 1

Amazon Mechanical Turk

- Online marketplace for work
- Turkers = Workers
- Requesters = Employers
- HITs = Human Intelligence Tasks
- Qualification tests
- Approval / rejection / block
- Reputation system

Next week...

- Discuss your experience as a Turker
 - How much money did you make?
 - What was your hourly wage?
 - Did you find tasks that are fun?
- Lecture on Demographics of MTurk and the economics of the MTurk marketplace