

“What is Safety?”

Building Bridges Across Approaches to Digital Risks and Harms

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CCS CONCEPTS

• Security and privacy → Human and societal aspects of security and privacy; • Human-centered computing → HCI theory, concepts and models.

KEYWORDS

Safety, digital safety, risks, harms, what is safety

ACM Reference Format:

Ashley Marie Walker, Michael Ann DeVito, Karla Badillo-Urquiola, Rosanna Bellini, Stevie Chancellor, Jessica L. Feuston, Kathryn Henne, Patrick Gage Kelley, Shalaleh Rismani, Renee Shelby, and Renwen Zhang. 2024. “What is Safety?” Building Bridges Across Approaches to Digital Risks and Harms. In *Companion of the 2024 Computer-Supported Cooperative Work and Social Computing (CSCW Companion '24)*, November 9–13, 2024, San Jose, Costa Rica. ACM, New York, NY, USA, 4 pages. <https://doi.org/10.1145/3678884.3681824>

1 MOTIVATION

Safety is a frequently discussed and increasingly important topic in Human-Computer Interaction (HCI) and one historically well-represented at CSCW [30]. However, CSCW is a diverse community that engages multiple fields and perspectives; therefore, the community employs multiple, sometimes contradictory, definitions of technologically-mediated “safety” both at the conference and in the field overall. While different concepts of safety may have clear meaning within a computing subfield, the overall importance of safety as a topic to HCI and the need to communicate clearly across subfields and to other disciplines underscores the importance of exploring how differing approaches to defining and operationalizing safety compare and potentially build on/communicate with each other. Moreover,

by comparing, contrasting, and synthesizing CSCW’s multiple approaches to safety, we can better understand and account for safety as a whole. A core goal of this workshop is to make progress towards a collective understanding of safety. Without clarity on such an important concept, there will be wasted efforts in intervention design for mitigating harms for impacted users and communities, and we squander the potential for effective, academic collaboration. In this workshop, we take the first step towards initiating a conversation between different HCI perspectives on safety and mapping out the multitude of different goals, aspirations, and working definitions of what academic research on and about safety looks like.

Multiple approaches to safety exist at CSCW, focused on various dimensions of physical, psychological, and sociotechnical aspects of safety as it intersects with computing technologies and approaches to enact it. For example, HCI work on “digital safety” examines online behaviors that may result in a wide range of interpersonal harms, including forms tech-facilitated violence (e.g., cyberbullying [2], gender violence [1, 3], racism and misogyny [33], exposure to dangerous content (e.g., harmful social media challenges, content encouraging eating disorders), and how the design of platforms and the logics baked in create conditions of unsafety that disproportionately affect historically marginalized communities, including transgender and disabled communities [22, 38]. This literature also focuses on ways to foster “safer” digital experiences through community-centered practices [20, 25, 35] and design interventions [9, 23] focused on recognition of interdependence and care (e.g., [40, 41]). Some of this work aligns with how tech companies think of “Trust & Safety” organizations, including topics like child safety, misinformation, illegal content, violence and extremism, and more. In parallel, there is ample work in HCI that deals with topics related to safety but themselves may not self-describe as safety, such as mental health crisis and self-injurious behaviors (e.g. [8]).

Another key thread of HCI research focuses on the perceptual side of safety, such as the sensemaking and folk theorization that actually drives user decision making [13]. This emerging body of literature examines safety from an affective point-of-view [14, 27, 42] offering important insights into the user side of safety questions.

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CSCW Companion '24, November 9–13, 2024, San Jose, Costa Rica

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ACM ISBN 979-8-4007-1114-5/24/11.

<https://doi.org/10.1145/3678884.3681824>

Nevertheless, this approach to safety often fails to engage with technical realities of how digital technologies are developed, which are shaped by the complex interplay between users, platforms, and governments/regulatory bodies. For example, while folk theorization and community-based approaches provide crucial context on user experiences and needs, they sometimes capture broad user anger, irritation, and frustration as opposed to contextual experiences of harm when interacting with novel and/or unsafe-seeming systems [13, 15]. This may look like users and non-users calling for platforms to “do better” to implement safer experiences, which may be out of touch with the practical limits of how platforms function (e.g., [17]), or how optimizing for one safety concern may lead to other problems in disciplining technologies to developer prescribed safety and content moderation policies (e.g., [24]).

Finally, an entirely different set of definitions and approaches exist related to machine learning, responsible AI (artificial intelligence) development, and human-AI interaction within HCI. ML systems are increasingly embedded in our digital ecosystems (e.g., social media platforms, recommendation systems, apps, stand alone text and image generation tools) necessitating novel research on what safety means when these systems mediate interpersonal and social interactions [19, 28]. Against the backdrop of regulatory calls for “safe AI” (e.g., [11, 26]), HCI research in this space focuses on identifying and reducing potential harmful social impacts of AI technologies for direct users and broader communities [39], including outlining unsafe design patterns [10] and differential experiences of harm and safety in AI technologies [12]

Much HCI work in this space also focuses on studying developer and practitioner culture and improving practices to responsibly develop “safe” AI systems (e.g., [31]). This includes research that draws on the longstanding field of safety engineering [5, 29]) exploring how it provides an avenue for systematizing the identification and mitigation of social and ethical risks [36, 37]. While this body of work enriches understanding of sociotechnical approaches to establishing a safety culture and examining harms from AI system, research on human-AI interaction would benefit from deeper engagement with equity-oriented HCI approaches, including engaging historically marginalized communities to understand how technology mediates experiences of safety (e.g., [21, 38]). This deeper engagement is critical in light of the growing conversation on AI safety as it emphasizes how unsafe experiences/events emerge from complex interactions between a technology and corresponding social structures shaped by axes of inequality.

Additionally, HCI contains a wealth of knowledge in areas that relate to and impact digital safety. For example, the HRI subfield and work on assistive and medical technology provide insight into physical safety issues, while ergonomics-related and human factors research provides insight into organizational and procedural safety. While the primary focus of this workshop is digital safety, we welcome participation from other areas of expertise within CSCW.

1.1 The Need to Bridge Different HCI Approaches to Safety

The different and distinct approaches to safety in HCI carry important meaning in their own contexts. However, strengthening shared understandings of the multiple meanings of safety in HCI has important theoretical and methodological benefits. Larger projects, such

as building frameworks and engaging in policy and regulatory work, require us to look across these definitions more closely. Doing so enables us to work more effectively towards a shared understanding of digital safety which matches user perception to technical and regulatory reality. This pragmatic approach can also account for increasingly-important safety questions in AI technologies that may be very different from what concerns users about AI.

To accelerate our progress towards such a shared understanding, we propose a CSCW workshop to gather key safety researchers in the CSCW community to compare, contrast, and synthesize their experiences. This is a crucial first step towards a more robust framework for discussing and doing work on online safety across multiple HCI-related subfields. We do so with the following objectives:

- Create a collaborative space for scholars, industry practitioners, and policy makers interested in studying safety to exchange interdisciplinary ideas and practices.
- Identify challenges and opportunities within the digital safety field and begin to synthesize an approach for the future.
- Brainstorm how HCI methodologies and perspectives contribute to the shifting and growing conversation about safety of emerging technologies.

2 ORGANIZERS

Our organizing committee is comprised of researchers with extensive experience researching digital safety related topics from multiple areas noted above. Multiple organizers have prior experience running successful CSCW and HCI workshops, including hybrid formats on safety and trauma-informed design [6], justice-oriented perspectives [4], the needs of vulnerable populations [16, 32], conducting sensitive research [7], and designing AI [34].

2.1 Organizer Bios

- **Ashley Marie Walker, Google:** Walker is a researcher on the Trust & Safety team within Google. Their work focuses on understanding the systems of marginalization and subsequent risks in sociotechnical systems and how empirically informed policy design can help with mitigation.
- **Michael Ann DeVito, Northeastern University (she/her):** Dr. DeVito is an expert in user perception and adaptation in the context of visibility, marginalization, and online abuse/harassment. Her work is aimed at making sociotechnical systems safer and more understandable for end users.
- **Karla Badillo-Urquiola, University of Notre Dame (she/her/ella):** Dr. KB is a Clare Boothe Luce Assistant Professor of Computer Science & Engineering. She directs the EPOCH Research laboratory, designing technology-driven solutions that empower people and protect the well-being of youth in marginalized communities (e.g., foster care, juvenile justice, Global South).
- **Rosanna Bellini, Cornell Tech (she/her):** Dr. Bellini is a Post-doctoral Scholar. She specializes in mitigating technology-enabled abuse in intimate partner violence contexts by working directly with abusive partners and around instances of financial abuse.
- **Stevie Chancellor, University of Minnesota (she/her):** Chancellor is Assistant Professor of Computer Science & Engineering. She researches human-centered AI for predicting and evaluating

physically dangerous mental health behaviors in social media (e.g. eating and substance use disorders, suicidality).

- **Jes Feuston, Meta:** Dr. Feuston is an integrity and well-being researcher who specializes in qualitative methods including ethnography, participatory design, and usability evaluations, to develop products that support safe, responsible, and human-centered experiences on social media.
- **Kathryn Henne, Australian National University (she/her):** Dr. Henne is Professor and Director of RegNet, the ANU School of Regulation and Global Governance, where she leads the Justice and Technoscience Lab. Her research focuses on how to regulate technology to promote health and public safety. Her recent work examines anti-violence apps, automated decision-making in welfare delivery systems, and predictive policing technologies.
- **Patrick Gage Kelley, Google:** Kelley has worked in Privacy, Counter-Abuse, and Trust & Safety within Google. He has worked with at-risk users (content creators, people on political campaigns, youth) and is exploring how AI can be responsibly designed and understood to help people make safer AI decisions.
- **Shalaleh Rismani, McGill University (she/her):** Shalaleh Rismani is a Ph.D. candidate at McGill University and Mila in Montreal, Canada. Her research leverages perspectives at the intersections of safety engineering, responsible AI development, and human-computer interaction to develop systematic approaches to evaluate and mitigate harms from algorithmic systems.
- **Renee Shelby, Google Research (she/her):** Dr. Shelby studies the social impacts of technology, particularly the relationships between social inequality, technology design, and governance. Her work identifies potential harms and modes of harm reduction from algorithmic systems by centering the experiences of people in different historically marginalized communities.
- **Renwen Zhang, National University of Singapore (she/her):** Dr. Zhang is Assistant Professor of Communications and New Media. Her research focuses on technology-mediated communication and human-machine communication, with emphasis on social support, well-being, and mental health.

3 PUBLISHING WORKSHOP PROCEEDINGS

Given the potentially sensitive nature of the conversations of this workshop we will invoke Chatham House Rules and not host proceedings of participant submissions on our public website. We will allow for private sharing within the group to facilitate virtual and asynchronous connections, and publish summarized notes from the discussion to the website after CSCW.

4 HYBRID WORKSHOP STRUCTURE

For this one-day workshop, we are planning a hybrid event so as best to reach the widest range of participants who may be interested in this topic. To limit the logistical complications that arise with running synchronous in-person and virtual sessions, we will structure the bulk of the virtual engagement to take place asynchronously, with optional synchronous engagement opportunities for those who are unable to attend CSCW in-person.

4.1 Pre-Workshop Plan

In the two weeks leading up to the workshop, we will invite participants to an event Padlet, to allow participants to volunteer questions

as seed for the workshop discussions. One week before CSCW, we will open an event-specific Slack, populating Slack channels from common themes in Padlet responses. Members of the organizing committee will be present in all Slack channels to seed discussions and foster community dynamics and discussion. This model has been successfully in multiple iterations of the Queer in HCI Special Interest Group at CHI [18]. To ensure workshop's activities are accessible for all participants, we will ask invited participants about their accessibility needs and accommodate them.

4.2 Post Workshop Plans

After CSCW, we will continue to stand up the event-specific Slack for an additional 4 weeks. The organizing committee will provide topic specific report outs from the small group discussions sessions in-person at CSCW no more than 2 weeks after the event. For our report out (and indeed for this entire event), we will be invoking Chatham House Rules. We will be reporting out the major discussion points from the different in-person and virtual channels in the workshop, but not providing direct attribution of any commentary, reflecting the potentially sensitive nature of the conversations.

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