

# EAGER: Designing Trustworthy and Transparent Information Platforms (News Platforms)

Award #:



PI: Dr. Tanushree Mitra ([tmitra@vt.edu](mailto:tmitra@vt.edu))  
Department of Computer Science

CO-PI: Mike Horning ([mhorning@vt.edu](mailto:mhorning@vt.edu))  
Communications Department



## Challenge:

- **Transparency to improve trust in news.**
  - How can online news platforms effectively embrace the ideal of “transparency” as a means to restore trust?
  - How can news organizations effectively demonstrate to the public the key aspects of good journalism, the primary features that make a story trustworthy, and the core aspects that govern the production and reporting of a news story?

## Scientific Impact:

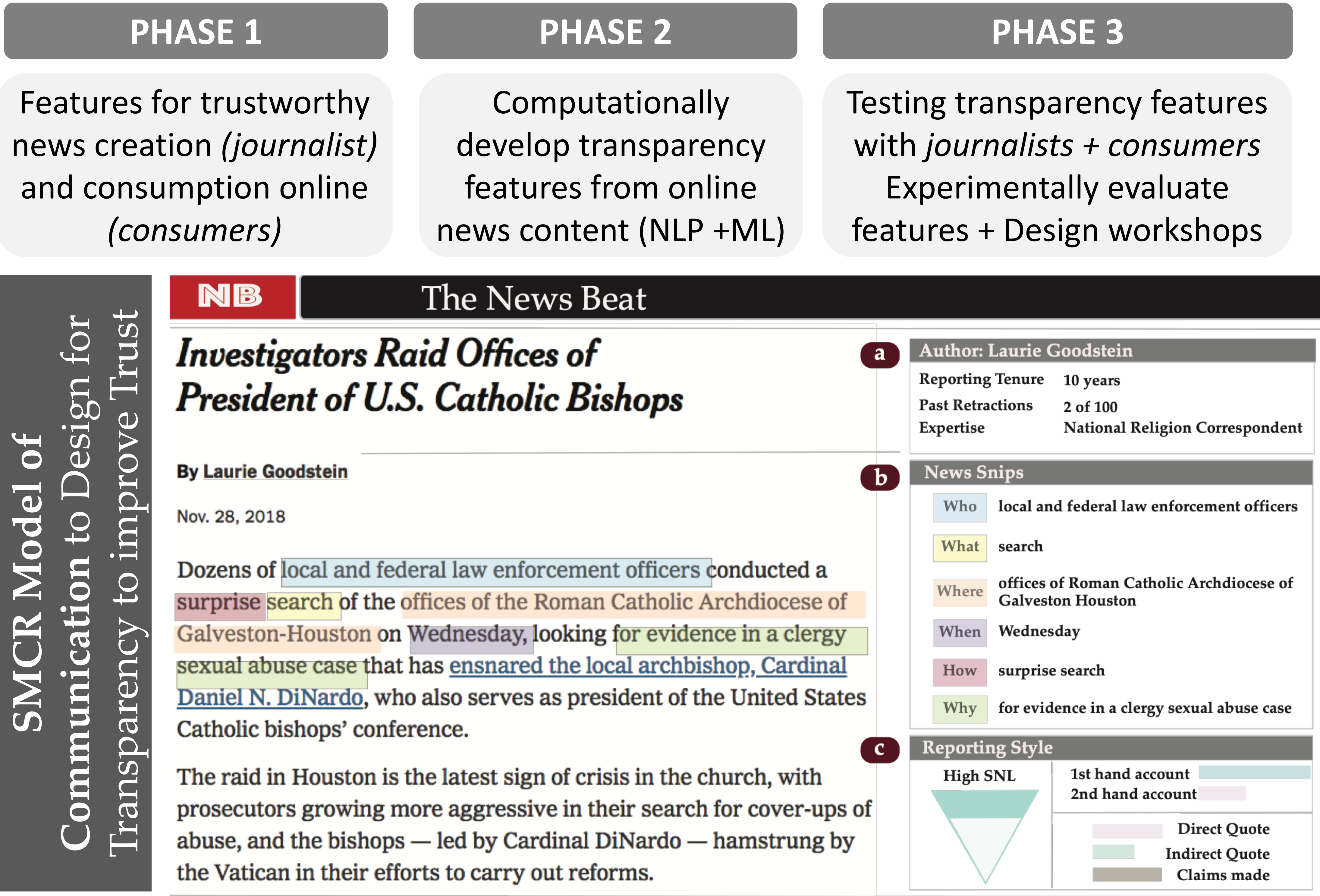
- Illuminate the critical new phenomenon of transparency to rebuild public trust in core journalistic institutions
- Creation of software tools that can transform online news platforms from a “trust me” to a **“show me” journalism**
- Measurements from a dual perspective — journalists and news consumers.
- Quantify the value offered by technology-enabled transparency affordances in journalistic reporting
- Create new **transparency standards** for the online news & information environment

## Broader Impact (Impact on Society):

- Tools & standards will translate the value of transparency to news & information systems.
  - transparency can instill public’s critical thinking
  - create a natural immunity towards low quality & malicious information
  - restore the deteriorating public trust in news.

## Key Research Questions:

- **Producer**-RQ1: What are the practices and procedures that journalists undertake to ensure that their information is trustworthy and which of those do they disclose on their online platforms?
- **Producer**-RQ2: What design features are important for journalists to establish their trust?
- **Consumer**-RQ1: Which trustworthiness features are most appealing to news consumers?
- **Consumer**-RQ2: In what way do these features change news consumers’ perceptions of trust?



## Education & Outreach:

- Interdisciplinary co-teaching
- Bring students from two disciplines — engineering & liberal arts.
- Contextualizing CS learning within society -> student retention + attract students from underrepresented populations

