NETS 213: CROWDSOURCING AND HUMAN COMPUTATION

Crowdsourcing and Human Computation

Professor Chris Callison-Burch http://crowdsourcing-class.org









Francis Galton





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Collective Intelligence?

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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 decisionmaking 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 & Psuedoscience

Witch hunts

Prophecies



Extraordinary Popular Delusions and The Madness of Crowds

Julip price index 1636-37 Feb 3 200 Feb 5 Dec 12 150 Feb 9 Dec 1 100 Nov 25 50 Hellal Gewaage \$10 Am 658 ----25 Nov 12 May 1









Wisdom of Crowds

Requirements for crowds to be wise:

Diversity of Opinion

Independence

De-centralization

Aggregation

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A NEW YORK TIMES BUSINESS BESTSELLER

"As entertaining and thought-provoking as The Tipping Point by Malcolm Gladwell. . . . The Wisdom of Crowds ranges far and wide." —The Boston Globe

THE WISDOM OF CROWDS JAMES SUROWIECKI

WITH A NEW AFTERWORD BY THE AUTHOR



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





Disaster Response: Better maps from Crowdsourcing



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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

Fanm gen tranche pou fè yon 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

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 testimonials

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."

Citizen Science



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 frivolous entries and averaging out the inaccuracies.

Here is the consensus



Here are all the clicks we received for this region

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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).

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FEATURED PROJECTS



https://www.zooniverse.org

Zooniverse

Examine underwater photos of wild beluga whales and help us identify the age, sex, and group size. We also need keen eye to look for identifying marks to recognize beluga that return to this location year after year.

Learn more



Longitude rewards







Netflix Prize

wnload	Submit	Update	Register	Leaderboard	Rules	Home
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Leaderboard

Display top 40 leaders.

Rank		Team Name		est Score	•	<u>%</u> Improvement	Last Submit Time		
-	1 1	No Grand Prize candidates yet			1	- 1	-		
<u>Gra</u>	ind	Prize - RMSE <= 0.8563							
1	111	PragmaticTheory		0.8584		9.78	2009-06-16 01:04:47		
2	1 1 1	BellKor in BigChaos		0.8590	1	9.71	2009-05-13 08:14:09		
3	1 1 1	Grand Prize Team		0.8593	1 1	9.68	2009-06-12 08:20:24		
4	1 1 1	Dace		0.8604	1	9.56	2009-04-22 05:57:03		
5	1 1	BigChaos		0.8613		9.47	2009-06-15 18:03:55		

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	55	

 $\mathbf{\Phi}$ Compete

Data

Notebooks <>

Communities

Courses

More \sim



Active

Q

Search

Completed InClass





HuBMAP - Hacking the Kidney Identify glomeruli in human kidney tissue images Research • 2 months to go • Code Competition • 895 Teams



RANZCR CLiP - Catheter and Line Position Challenge Classify the presence and correct placement of tubes on chest x-rays to save lives Featured • 2 months to go • Code Competition • 567 Teams



VinBigData Chest X-ray Abnormalities Detection

Automatically localize and classify thoracic abnormalities from chest radiographs Featured • 2 months to go • 352 Teams



Acea Smart Water Analytics Can you help preserve "blue gold" using data to predict water availability?

Analytics • a month to go



Cassava Leaf Disease Classification

Identify the type of disease present on a Cassava Leaf image Research • a month to go • Code Competition • 2961 Teams

Rainforest Connection Species Audio Detection



Automate the detection of bird and frog species in a tropical soundscape Research • a month to go • 894 Teams

All Categories 🔻 Reward

\$100,000

Sign In

\$60,000

\$50,000

\$50,000

\$25,000

\$18,000

\$15,000

■	kaggle Home		Street Marke				\$100, Prize N	1 0 0 0	
Φ	Compete	lest yo	bur model against f	future real market data					
	Data		ne Street Group • 2,865	5 teams · a month to go (25 days to g	o until merger deadline)	10		100	
<>	Notebooks	Overviev	w Data Notebooks	Discussion Leaderboard Datas	ets Rules		Join Compet	ition	
	Communities								
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~	More	This lead	derboard is calculated wi	ith all of the test data.	<u>↓</u>	. Raw Data	C' Refres	sh	
In the money Gold Silver Bronze									
		#	Team Name	Notebook	Team Members	Score 😧	Entries	Last	
		1	srinadhu			11036.536	44	5h	
		2	Andy Andre		()	10677.906	141	1d	
		3	Buy High, sell low			10534.239	219	1d	
		4	h309 = o1411			10427.453	211	6h	
		5	Çorlulu			10369.479	60	18h	

Games with a Purpose





Renn Engine



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.

Start

Cancel

Quit

Translate this sentence

A girl

Une fille

You are correct

Continue



Luis Von Ahn

Tom Sawyer

Penn Engineering



Tom Sawyer (Whitewashing the Fence), 1936

Real or Fake Text?



How good are you (and other humans) at knowing when text has been written by a computer? Is the computer better at generating convincing text if the topic is news, or short stories, or maybe presidential speeches?

http://roft.io



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




Implicit Work



CAPTCHA



😽 Penn Engineering

Google

Q



20 -NETS 213 Course ... Select all squares with Please use this feature carefully. Only add people you know. traffic lights If there are none, click skip Enter email addresses to add as members ma@seas.upenn.edu> - Members Separate email addresses with commas. Each person will imme All members Invite members Outstanding invites Join requests Messages Settings Permissions 0 Email subscription options Roles **No email:** web-only participation Information Continu Abridged Email: one summary emai Digest Email: up to 25 full new mess • All Email: send each message as it arrives SKIP

Google

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20 -NETS 213 Course ... Select all squares with Please use this feature carefully. Only add people you know. traffic lights Enter email addresses to add as members If there are none, click skip - Members Separate email addresses with commas. Each person will imme All members Invite members Outstanding invites Join requests Messages \checkmark \checkmark Settings Permissions -Email subscription options Roles **No email:** web-only participation Information Continu Abridged Email: one summary emai Digest Email: up to 25 full new mess • All Email: send each message as it arrives NEXT





Groups 20 -NETS 213 Course ... Please use this feature carefully. Only add people you know. Using this feature for sending unwanted email can result in account deactivation. Enter email addresses to add as members Members Separate email addresses with commas. Each person will immediately become a member and can start receiving messages. All members Invite members Outstanding invites × Join requests Messages Settings I'm not a robot Permissions reCAPTCHA Email subscription options Privacy - Terms Roles **No email:** web-only participation Information Continue Abridged Email: one summary emai Digest Email: up to 25 full new mess • All Email: send each message as it arrives

Microwork





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

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- Choose your own work hours
- Get paid for doing good work
 Find an
 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





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Artificial Artificial Intelligence Your Account	AITs Qualifications 37,530 HITs Available now
All HITs HITs Availabl	e To You HITs Assigned To You
Search for HITs 💠 containing	that pay at least \$ 0.00 for which you are qua
Timer: 00:00:00 of 5 minutesWant to work on this HIT? Wa	nt to see other HITs? Total Earned: Unavailal Skip HIT Total HITs Submitted: 0
Enter Postmark & Stamp Information for a Postcard	
Requester: Cardcow Reward: \$0.01 Qualifications Required: Data Entry for Postcards has been groups	
The properties of the properti	card

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This side for address.

Postmark City:

Postmark State:	Postmark Date:	Postmark Year:	Stamp: (Ex: 1c, 2c, half penny)
(or Country)	(Ex: Nov-09)	(Ex: 1909)	

(month & day)



Ethical Questions about Amazon Mechanical Turk

Amazon Mechanical Turk: Gold Mine or Coal Mine?

Karën Fort* INIST-CNRS/LIPN

A Penn

Gilles Adda** LIMSI/CNRS

K. Bretonnel Cohen[†] U. Colorado School of Medicine/U. Colorado at Boulder

Recently heard at a tutorial in our field: "It cost me less than one hundred bucks to annotate this using Amazon Mechanical Turk!" Assertions like this are increasingly common, but we believe they should not be stated so proudly; they ignore the ethical consequences of using MTurk (Amazon Mechanical Turk) as a source of labour.

Manually and ataking a new and an environmentally developing and the substitution of t



Ethical Questions about Amazon Mechanical Turk

Here's an excerpt from an IRB application Chris Callison-Burch posted - "We will pay participants small sums of money to complete our tasks, ranging from \$0.01 to \$1. All participants can choose for themselves whether the compensation is fair, and opt not to do it if they deem the compensation to be too low. Amazon's Mechanical Turk has many other researchers and companies offering tasks, so we will offer compensation that is similar to what others offer."

He first refers to Amazon's Mechanical Turk as "an online labor market." And that, I agree with. It is an online labor market.

Requesters like him, and CrowdFlower, **collude**, explicitly or implicitly, **to keep wages at a substandard level** that is compatible with existence standard.

Unlike Jewels, I don't blame workers for taking low paying jobs. I can't blame a person for being needy enough to take what amounts to a crust of bread. I blame Chris Callison-Burch, and others like him, for keeping the standard wage at crust of bread level.

Ethical Questions about Amazon Mechanical Turk

I tried one of those to see, I gave it up at 4 minutes in and about 2/3 of the way through. For the whole hit, I'd have taken about 6 minutes. 10 hits an hour - **\$1.70 an hour.** Restricted to U.S. residents.

This is far too low to be considered a fair wage for a U.S. resident. My performance may be very far off from what others can do. Perhaps I took 4 times or more as long as an average worker would.

My complaint is that any U.S. requester knows what wage rate is required for a U.S. resident to survive. We may not agree on an exact number. But as they say, I know a fair wage when I see it, and this is not it.

Mturk is actually much smaller than what it can appear to be. Something close to requester monopoly has the power to keep wages low. Requester co-operation, explicit or implicit, reinforces this.

Chris Callison-Burch is not unaware, I think, of the mechanics of the wage structure of Mturk.



Renn Engineering

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 \sim \$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.

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

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

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"...median hourly wages... \$1.77/h..."

tasks on Amazon Mornanical 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 unp id work is accounted for *e_p_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

ACM Classification Keywords

H.5.m. Information interfaces and presentation (e.g., HCI): Miscetlaneous.

INTRODUCTION

Crowd work is growing [31,46]. A report by Harris and

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].

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This paper complements and extends the existing understanding of crowd work earnings using a data-driven

Use Cases



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 online labor markets and we replicate three classic experiments.

Clinical Psychology Management/Cognition Theoretical Biology



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

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?





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 PennEngine dataset was called ImageNet.

IM²GENET





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

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)
}</pre>
```

```
ideas.sort(function (a, b) {
    v = mturk.vote("Which is better?", [a, b])
    return v == a ? -1 : 1
})
```

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

Who should take this class

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

Students from the social sciences who want to conduct large-scale students with people

Homework assignments

Weekly assignments

Video presentations

Final project

Final presentation

Participation

Writing and Coding

Company profile, project pitch Self-designed, group projects

Show off your work

Help write & improve lecture notes

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Example Final Project

1 84

https://vimeo.com/334828345

Example Final Project



<u>https://vimeo.com/334843343</u>

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 partners (turn in only one assignment - you'll both get the same grade)

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



Chris Callison-Burch

Associate Professor in CIS Undergrad from Stanford in Symbolic Systems PhD from University of Edinburgh in Informatics Research Faculty at Johns Hopkins University Research Interests: Crowdsourcing, Natural Language Processing

Mechanical Turk Monitor: Top-1000 Recent Requesters

General Top reque	ters Arrivals	Completed	Search	About				
Requester)	Reque	ster		#Task	#HITs	Rewards	Last Posted On
1 Dolores Labs	<u>A21</u>	R7ETVOIULZU	(<u>RSS</u>)		470	317857	33084.24	Oct 16, 2010 6:00:00 PM
2 ContentGalore	<u>A2</u>	KL3J4NH6JI12	(<u>RSS</u>)		674	10622	17554.6	Oct 17, 2010 6:00:00 AM
3 Speechlnk	<u>A1/</u>	AQ7EJ5P7ME6	5 (<u>RSS</u>)		9019	13613	12876.67	Oct 17, 2010 9:00:00 AM
4 CastingWords	A3	MI6MIUNWCR7	<u>F</u> (<u>RSS</u>)		9454	14036	8947.02	Oct 17, 2010 9:00:00 AM
5 QuestionSwami	AD	7C0BZNKYGY	/ (<u>RSS</u>)		629	4116	4750.37	Oct 17, 2010 9:00:00 AM
6 Chris Callison-Bur	<u>A32</u>	TTE4XXN6MC	<u>z (RSS</u>)		11	9961	4458.02	Oct 13, 2010 1:00:00 PM
7 Smartsheet.com C	ents A11	97OGLOWOQ3	<u>G</u> (<u>RSS</u>)		434	38212	3118.28	Oct 16, 2010 6:00:00 PM
8 retaildata	AD	14NALRDOSN	9 (<u>RSS</u>)		8	50288	3110.85	Oct 8, 2010 10:00:00 PM
9 Classify This	<u>A10</u>	CTI3ZAWTR5A	<u>z (RSS</u>)		25	94590	1891.8	Oct 16, 2010 3:00:00 PM
10 Andrew Stephen	A1)	25F6MZCMQ	<u> (RSS</u>)		3	22705	1131.25	Oct 9, 2010 5:00:00 PM
11 Dolores Labs 2	<u>A3.</u>	X8WONBL5N9	<u>X (RSS</u>)		34	8976	1043.27	Oct 17, 2010 9:00:00 AM
12 RelevanceQuest	A8F	RMEN71ICE57	(<u>RSS</u>)		15	47881	1029.92	Oct 15, 2010 10:08:00 PM
13 Crowd Task	AF	AOUHS65HND	<u>s (RSS</u>)		4	2388	955.6	Oct 12, 2010 1:00:00 PM
14 nlds.soe.ucsc.edu	<u>A1</u>	HI9DWCF794R	<u>E (RSS</u>)		4	4702	933.9	Sep 30, 2010 6:00:00 PM
15 Movie Enquirer	<u>A20</u>	A8T722JJHEI	(<u>RSS</u>)		153	154	758	Oct 12, 2010 3:00:00 AM
16 Erdem Kiciman	A15	XM23193MQX	(<u>RSS</u>)		7	6502	714.01	Oct 14, 2010 10:00:00 PM





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Jason Kim



Joe Cappadona



Megha Mishra



Rebecca Iglesias-Flores



Sarah Ye





HW: Sign up to be a Mechanical Turk Worker

crowdsourcing-class.org

