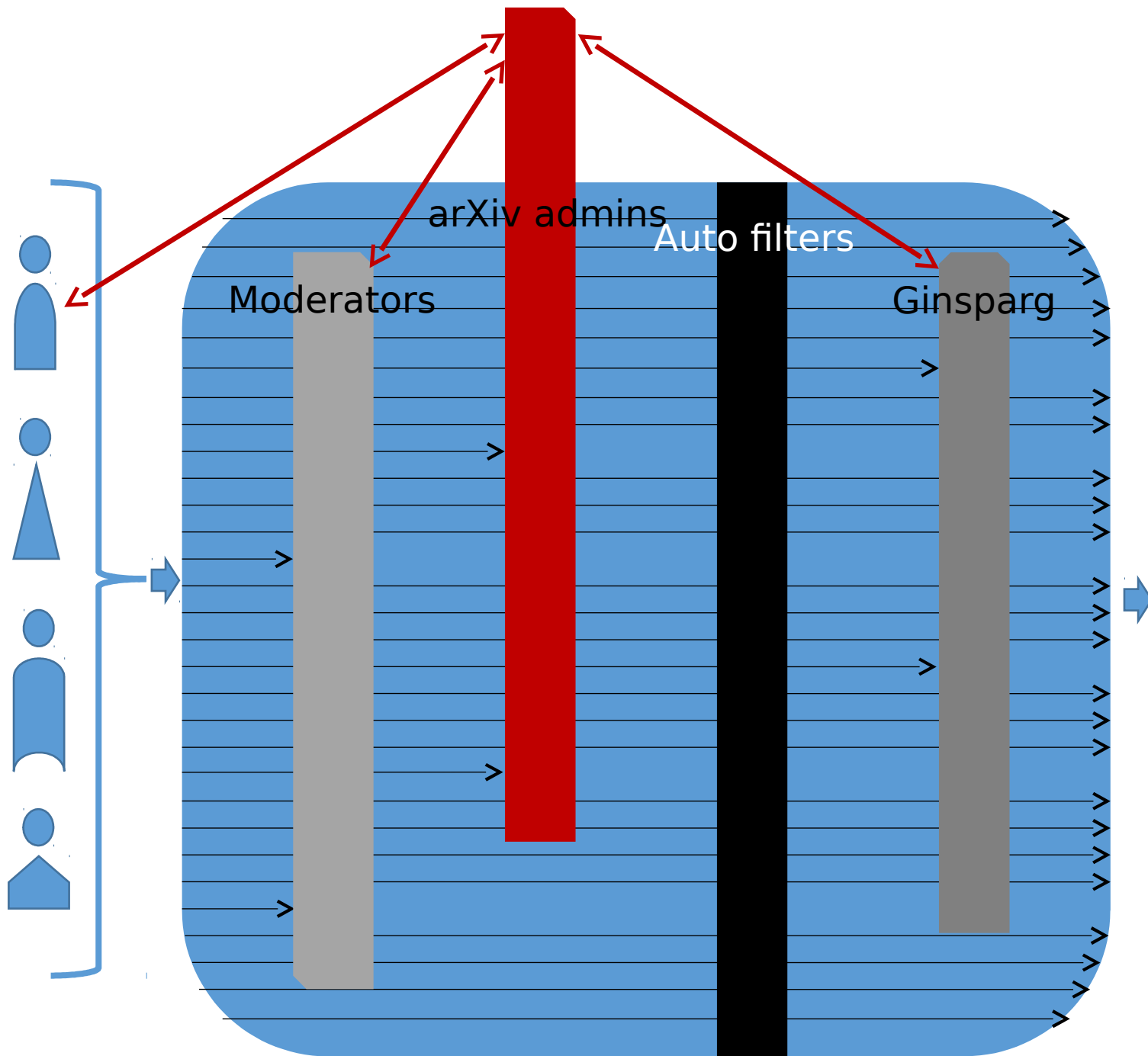


Ops Manager Updates

Sept 2016



Primarily manual curation with emphasis on moderation.

Moving towards automation.

600 submissions per Day
~20% get touched

Volunteer Moderators

- Judgment on Subject Class & Quality

Admin Staff

- Technical issues & Actions based on Mods

Other Highlights

- Authorship disputes
- Mod survey
- iThenticate
- Personnel updates
- PG Transition

Looking Ahead

- Moderation tools has been focus of Dev team (25-50% range)
- Further automation of Moderation and Admin workflow
 - Total automation?
- Clearly define our policies and services
 - Develop priorities
 - Prevent scope creep
- Identify where conflicts between
 - Policy
 - Process
 - End user transparency