

Transcript for Timothy R. Amidon, Les Hutchinson, TyAnna Herrington, and Jessica Reyman's IP Cast 11: Outsourcing Practices "Copyright, Content, and Control: Student Authorship Across Educational Technology Platforms," published in Kairos: Rhetoric, Technology, Pedagogy (XX.X), available at <http://kairos.technorhetoric.net/XX.X/topoi/amidon-et-al/implications.html>

00:01 [IP Casts music, a soft harmonic resonance, builds to a crescendo]

00:06 Tim: You're listening to IP Casts.

00:13 [IP Casts music fades out]

00:14 Tim: ...more learning is being outsourced, right, that was one of the take-aways, and I think that's part of what's at stake here is that as we're moving more learning into these platforms, we have less control and agency over how that learning gets enacted within our educational systems. We become more of a network and less, you know, a monolithic institution. That's one of the things that we really need to think about in terms of agency. So that, maybe, is a take-away, and I know Jess and I have talked about this together and also separately, so I think that's a thing that's worth thinking through.

00:55 Jessica: I was just thinking about how this idea of outsourcing is not specific to educational technology platforms. One problem that's surfacing is that, or that's come to my attention, is this outsourcing of human activity across all kinds of digital spaces. So, the human activity of moderating spaces for harassment, for aggression, all of that, is now, or much of that, is being outsourced to the platforms themselves and they're not doing a very good job of it. So, what they're doing is trying to employ bots or where they have people kind of quickly reviewing flagged materials and making quick decisions about whether it's ethical or whether it violates terms of use or not. And, so, I think this outsourcing of labor either to technology platforms themselves or to people who are not experts is a problem and it's not specific to these educational technology platforms. It's happening on these social media platforms and on all kinds of other platforms, too. So, I think we're going to hear more and more about this, and it's not specific to this environment.

02:06: Les: I think you're absolutely right. And especially in Twitter or even Facebook and Instagram they're outsourcing to users, too, to moderate content to decide what is okay to be said on the platforms, and especially in Twitter right now there's a huge movement with people of color, who are going to Jack and saying, "hey, @jack, these are the things that you allow on this platform," and trying to bring his attention to some behaviors. I think maybe at that point that's where Twitter is outsourcing that content once it gets their attention.

02:44-02:57 [IP Casts music, a soft harmonic resonance, builds to a crescendo, then begins to fade out]