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A CIHR funded Rapid Response Project of  
the Ryerson University Social Media Lab

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### Information Visualization Dashboards



#### COVID-19 Misinformation Dashboard

Tracks and visualizes debunked coronavirus claims from a network of trusted fact checkers from around the world



#### Twitter Bot-Checker Dashboard

Analyzes publicly available data from Twitter to spot misinformation and the use of automation (a.k.a. "bots")



#### Facebook & Instagram Trending Posts Dashboard

Features real-time streams of COVID-19-related posts from public pages and accounts across Facebook and Instagram

### COVID-19 Stats and Resources



#### Tracking COVID-19 in Canada

Number of Confirmed COVID-19 Cases in Canada



#### COVID-19 Explainer Content

Curated collection of some of the best COVID-19 Explainer Content from around the web



#### Provincial-Specific Resources

Directory of Provincial-specific COVID-19 resources on the web



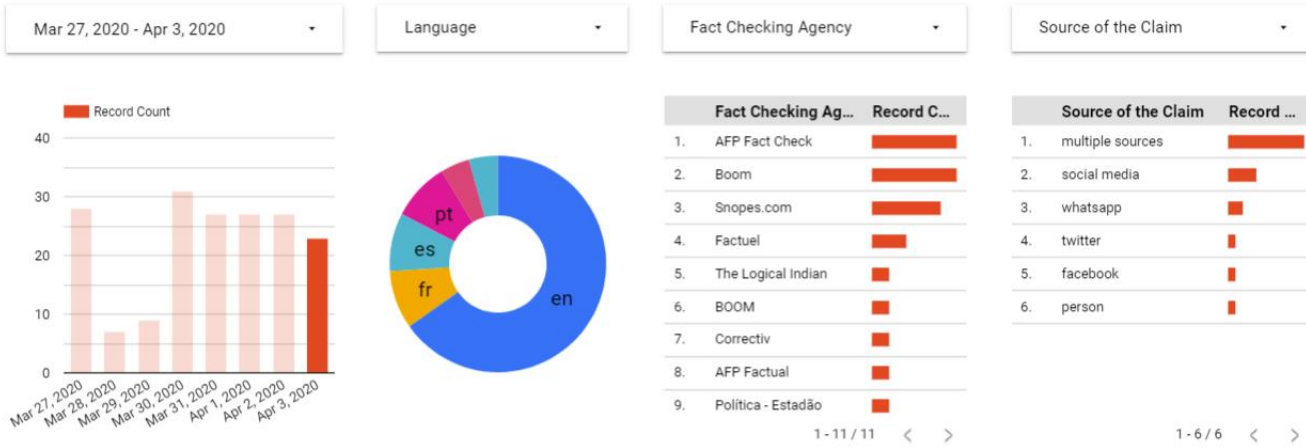
# COVID-19 Misinformation Portal

*"Come for the Misinformation, stay for the Facts"*



Canadian Institutes of Health Research

Instituts de recherche en santé du Canada

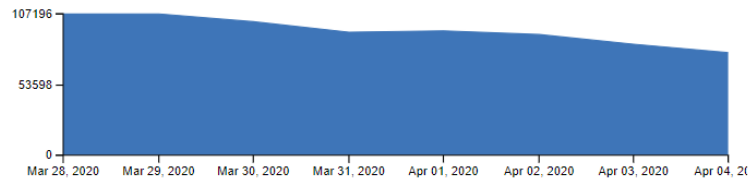


# COVID-19 Twitter Bot Checker Dashboard

- Are people sharing COVID-19 information from credible sources?
- Is that tweet from a human or a bot?



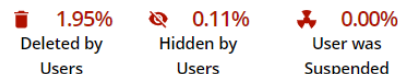
Tweets Collected (Mar 28, 2020 - Apr 04, 2020, UTC)



There have been 756,536 tweets collected during the time period.

Tweets/Accounts Now Deleted or Hidden (Mar 28, 2020 - Apr 04, 2020, UTC)

## Hidden and Deleted Tweets



## Protected and Suspended Accounts

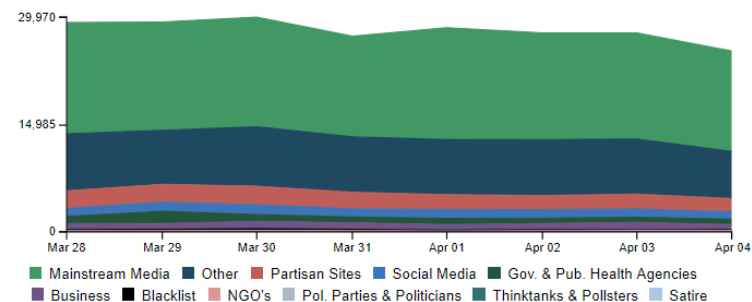


Based on a sample of 5,600 tweets, shared by 5,485 users in the selected timeframe.

Credible Information or Misinformation? (Mar 28, 2020 - Apr 04, 2020, UTC)

CHART VIEW LIST VIEW

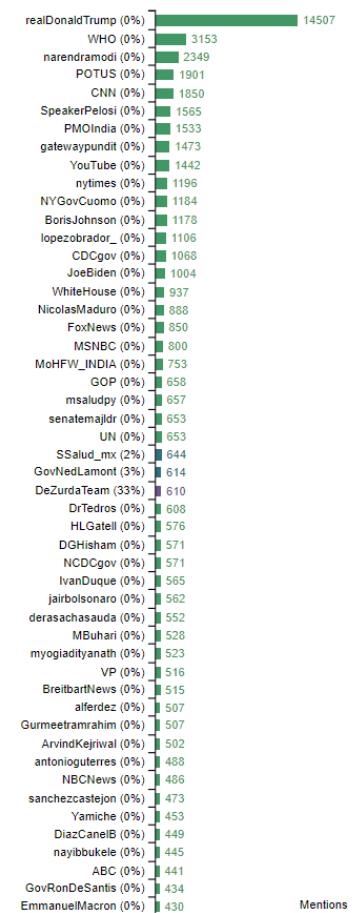
Percent Total



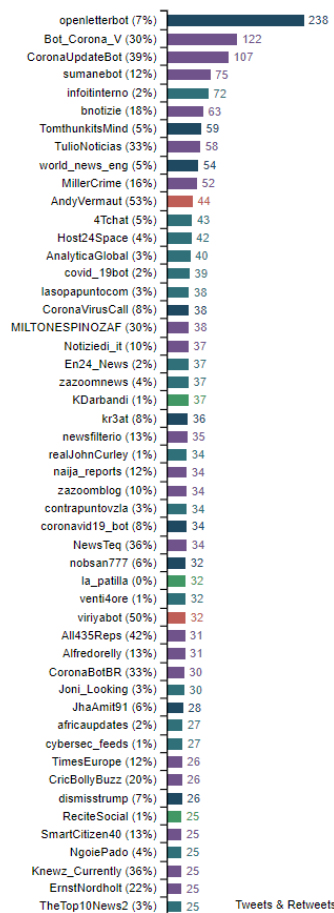
(Mar 28, 2020 - Apr 04, 2020, UTC) Probability, according to the Botometer API, that this account is completely automated.

< 1% 1% - 5% 5% - 10% 10% - 50% > 50%

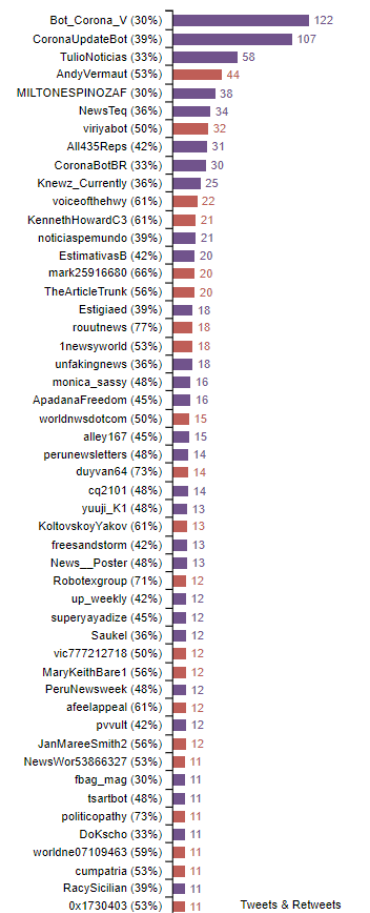
## Most Frequently Mentioned Users



## Most Active Users



## Most Active Users (Automated)



# Lessons Learned



## ✓ **Public health agencies are contributing to the infodemic**

- To instill confidence, set expectation: reiterate again & again that this is a new virus and that recommendations will change with more data.
- Needs more coordination between agencies w/in each country: agree on common term of reference, e.g. What's a confirmed case? And to account for regional differences, clearly state who is the intended audience.

## ✓ **Social media influencers already have an audience**

- Draft them into the effort by creating accurate content that can be mixed & remixed, thus allowing for some creativity and personal branding.

## ✓ **Work with domain registrars to act against fraudulent COVID-19 websites**

- New websites are an important vector for the spread of COVID-19 misinformation. Halt all automated registration of domains w/words related to the COVID-19 health crisis.

## ✓ **Work with mainstream media to implement "old article" feature**

- To reduce the number of its old stories that get recirculated as new, use metadata to limit the spread of outdated information that can be weaponized by misinformed/bad actors.

## ✓ **Run PSA about the infodemic & educate people on how to develop and practice "digital hygiene"**

- These should be similar to how we teach people to develop routine and practices for personal hygiene.
- Make it socially acceptable for people to retract and delete inaccurate posts that they might have shared.