**Meta Community Chats**

*Recruiting Screeners*

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* Moderator Screener

**Note for Recruiters:**

*We are interested in speaking with members and moderators of community chat groups that may exist on various apps or websites. These “chat groups” are distinct from “groups” in that members are using a chat feature to communicate in real-time with other group members, rather than solely posting messages to a group.*

*Members:*

* *We are primarily interested in speaking with chat group members who have had a direct harmful experience as defined in Q2, however in lieu of a direct experience, we can also speak with members who have observed a similar experience (Q3).*
* *All chat group members should also be Facebook users, and an active member of at least one Facebook group with over 100 members (Q15).*

*Moderators:*

* *For moderators, we would like to prioritize seating those who have both intervened in harm and experienced it directly (Q2 + Q3), followed by those who have observed harm directed at other members (Q2).*
* *Secondly, we would like to prioritize seating (and homework completion) to those who have experiences*
* *multiple (2+) types*
* *of harm (types being: bullying or harassment, nudity/pornography, scams etc), for example, a person that answers Q2 = a and Q3 = b is preferable to a person that answers Q2= a and Q3 = a.  A person that has experienced three types is optimal, for example:*
* *Q2=a and b and Q3=c.*
* *All chat group members should also be Facebook users, and an active member, moderator or admin of at least one Facebook group with over 100 members (Q15).*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Quota Matrix- Members: Recruit 11 to seat 9 per market* | | | | *4 Additional Homework Completes per market* |
| *Group* | *Response* | *Recruit* | *Seat* | *Homework* |
| *GROUP A:*  *Bullying or harassment* | *Q2=a Q2=b*  *Q3=a or b* | *→ n=3*  *→ n=1* | *Total: 3 seated [2 direct*  *experience, 1 observed experience]* | *1-2* |
| *GROUP B:*  *nudity/pornography, spam, private info* | *Q2=c Q2=d Q2=e* | *→ n=3* | *Total: 3 seated [2 direct*  *experience, 1 observed experience]* | *1-2* |
|  | *Q3=c Q3=d Q3=e* | *→ n=1* |  |  |
| *GROUP C:*  *Misinfo or scam* | *Q2=f Q2=f* | *→ n=3*  *→ n=1* | *Total: 3 seated [2 direct*  *experience, 1 observed experience]* | *1-2* |
|  | *Q3=g*  *Q3=g* |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Quota Matrix- Moderators: Recruit 12 to seat 9 per market*  *Triads should not be organized by “harm type”; seating should be random, ideal would be one moderator in each triad who has experienced harm to self and other members* | | | | *2 Additional Homework Completes per market* |
| *Group* | *Response* | *Recruit* | *Seat* | *Homework* |
| *GROUP A:*  *Bullying or harassment* | *Q2 =a/b AND Q3=a/b*  *Q2=a Q2=b Q3=a Q3=b* | *→ n=1 or more*  *→ n=1*  *→ n=1*  *→ n=0-1*  *→ n=0-1* | *Total: 3*  *\*Desire to seat at least one moderator who has dual experiences (Q2 and Q3)* | *0-1* |
| *GROUP B:*  *nudity/pornography, spam, private info* | *Q2 =c/d/e AND Q3=c/d/e*  *Q2=c Q2=d Q2=e Q3=c Q3=d Q3=e* | *→ n=1 or more*  *→ n=1*  *→ n=1*  *→ n=1*  *→ n=0-1*  *→ n=0-1*  *→ n=0-1* | *Total: 3*  *\*Desire to seat at least one moderator who has dual experiences (Q2 and Q3)* | *0-1* |
| *GROUP C:*  *Misinfo or scam* | *Q2 =f/g AND Q3=f/g*  *Q2=f Q2=g Q3=f Q3=g* | *→ n=1 or more*  *→ n=1*  *→ n=1*  *→ n=0-1*  *→ n=0-1* | *Total: 3*  *\*Desire to seat at least one moderator who has dual experiences (Q2 and Q3)* | *0-1* |

# MEMBER SCREENER

*[International introduction language to be added appropriate to local outreach platform]*

Hello, I'm \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, an independent marketing research firm. We're conducting a marketing research study on behalf of a major medical firm and we would like to include your opinions. Let me assure you we are not trying to sell you anything nor will you be contacted in the future as a result of your participation. All information will remain confidential. May I ask you a few questions please?

## [SCREENING CRITERIA]

1. Are you a member of any large community chat groups with people who you don’t know in real life on apps such as Discord, Telegram, Twitch, Reddit, WhatsApp, Instagram Direct, or Facebook Messenger?
   1. Yes
   2. No [TERMINATE]
2. In the past month, has a chat group member done anything similar to these experiences listed?
   1. Bullies or harasses you (mix of 2=A/B for quota A)
   2. Sexually harasses you (mix of 2=A/B for quota A)
   3. Exposes you to offensive nudity or pornography (mix of 2=C/D/E for quota B)
   4. Shares your private information (mix of 2=C/D/E for quota B)
   5. Directs spam at you without your consent (mix of 2=C/D/E for quota B)
   6. Tries to deceive you with misinformation (mix of 2=F/G for quota C)
   7. Tries to scam you (mix of 2=F/G for quota C)
   8. None of the above (terminate after observed experience (Q3) sample is full)
3. ***~~(Skip if respondent meets quota for direct experience via Q2; cut question when sample quota is met)~~*** In the past month, have you observed a chat group member do anything similar to these experiences listed?
   1. Bullies or harasses another chat group member (fill for quota A)
   2. Sexually harasses another chat group member (fill for quota A)
   3. Exposes another chat group member to offensive nudity or pornography (fill for quota B)
   4. Shares or threatens to share another person’s ~~chat group member’s~~ private information (fill for quota B)
   5. Directs spam at another chat group member without their consent (fill for quota B)
   6. Tries to deceive another chat group member with misinformation (fill for quota C)
   7. Tries to scam another chat group member (fill for quota C)
   8. None of the above [TERMINATE]
4. What best describes your reaction to this experience?
   1. Extremely upset
   2. Very upset
   3. Slightly upset [HOLD FOR POOL]
   4. Not upset at all [TERMINATE]

## [EVENT ATTRIBUTE DESCRIPTION]

1. What actions did you take as a result of this experience? (select all that apply)
   1. Stopped participating in the chat group temporarily
   2. Left the chat group permanently
   3. Reported it to the chat group moderator
   4. Reported it to the chat app
   5. Retaliated against the others involved
   6. Supported those who were provoked
   7. Handled it myself (example: blocking the user or hiding the message, etc)
   8. Reported issue directly to local authorities
   9. Did nothing
2. Where did this experience occur? *Select all that apply* [MUST SELECT ANSWER A]
   1. In the group chat where other members could see it [MUST SELECT]
   2. In a direct message within the chat app [PRIORITY TO PARTICIPANTS WHO SELECT A & B]
   3. In a public post on another social media platform where they found me
   4. In a direct message on another social media platform where they found me
   5. Other [TEXT ENTRY - HOLD FOR POOL and code response]
3. On which app did this experience occur?
   1. Discord (MAJORITY SAMPLE -75%)
   2. Telegram (MIX)
   3. Twitch (MIX)
   4. Reddit (MIX)
   5. Facebook Messenger [HOLD FOR POOL]
   6. Instagram Direct [HOLD FOR POOL]
   7. WhatsApp [HOLD FOR POOL]
   8. Other [TERMINATE]
4. How many people do you believe are in the chat group where this occurred?
   1. Less than 100 [TERMINATE]
   2. 100-499
   3. 500-999
   4. 1,000-4,999
   5. Over 5,000

## [CHAT ATTRIBUTE DESCRIPTION]

1. What topics do you discuss in this chat group?
   1. Open ended question [CODE RESPONSES BY TOPIC]
2. How long have you been actively participating in this chat group? [RECRUIT MIX]
   1. Less than a month [TERMINATE]
   2. 1-2 months
   3. 3-5 months
   4. 6 months to a year
   5. 1-3 years
   6. Over 3 years

## [Note for recruiters: In questions 11-13, “sending a message” refers to the act of “messaging” others within the chat group (distinct from commenting on a post or “posting”).

1. How often do you view this group chat without sending a message ~~commenting or posting~~?
   1. Multiple times per day
   2. Daily
   3. A few times per week
   4. Weekly [TERMINATE]
   5. A few times per month [TERMINATE]
2. How often do you send a message ~~comment or post~~ in this chat group?
   1. Multiple times per day
   2. Daily
   3. A few times per week
   4. Weekly [TERMINATE]
   5. A few times per month [TERMINATE]
3. When do you typically send a message ~~comment or post~~ in this chat group?
   1. When it’s convenient for me
   2. During live events (sports, games, concerts, etc)
   3. All of the above
4. Have you observed or experienced any other type of harm on a different chat app? If yes, which apps? (select all that apply)
   1. Discord
   2. Telegram
   3. Twitch
   4. Reddit
   5. Facebook Messenger
   6. Instagram Direct
   7. WhatsApp
   8. Other
5. Are you an active member of at least one Facebook Group with at least 100 members who you don’t know in real life?
   1. Yes
   2. No [HOLD FOR POOL] - (\*potential to relax if this becomes a problematic qualifier)
6. What best describes your desire to join a community chat group that is connected to Facebook Group? ~~your Group within Facebook?~~
   1. Extremely interested
   2. Very interested
   3. Moderately interested
   4. Slightly interested
   5. Not at all interested [HOLD FOR POOL]

## DEMOGRAPHIC QUESTIONS [SEEKING MIX, SKEW TOWARD YOUNGER DEMO]

1. What is your current age?
   1. <18 [TERMINATE]
   2. 18-24 years old
   3. 25-34 years old
   4. 35-44 years old
   5. 45-54 years old
   6. >54 years old [HOLD FOR POOL]
2. What gender do you most identify?
   1. Female
   2. Male
   3. Other: [OPEN END]
   4. Prefer not to answer

*[Code into Male / Female / For non-binary ask which gender grouping they identify MOST identify with]*

1. What is the highest level of education you have completed? *INSERT COUNTRY-SPECIFIC EDUCATION LEVELS*
   1. Less than high school
   2. High school graduate
   3. Some college
   4. Associate degree
   5. Bachelor degree
   6. Advanced graduate degree
2. What most closely describes the place where you live?
   1. Urban
   2. Suburban
   3. Rural

## CONNECTIVITY QUESTIONS

[MEXICO ONLY: INSERT QUESTIONS ABOUT IN PERSON AVAILABILITY RE: DATES AND TIMES]

S1. We are looking to talk to you via an online video call. Do you have access to a webcam on a device that is not your primary phone, such as laptop or desktop computer?

[If no WEBCAM, ask Q10]

S2. Do you have access to a device that is not your primary phone, such as laptop or desktop computer? [If no, thank and terminate]

S3. On a scale of 1 to 5 (5 being very effective), how effective is your connection to the internet in the place where you would conduct our interview?

1. 1 [thank and terminate]
2. 2 [ask Q.S4]
3. 3 [ask Q.S4]
4. 4 [continue to invite]
5. 5 [continue to invite]

*[If respond 2-3:]*

S4. Do you have access to a landline in the event you are unable to maintain connectivity on the video call? [If no, thank and terminate.]

## CONVERSATIONAL QUALITY QUESTION

C1. In a few sentences, please describe what you enjoy most about participating in group chats.

## I would like to invite you to take part in a market research (insert: group discussion or one on one interview) on

## INSERT DAY/DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ @ INSERT TIME\_\_\_\_\_\_\_\_\_\_ regarding “Online Communities”. (Our company conducts these sessions to get a better understanding of how people feel about different products or services that they use). We do not sell or market anything, we are a research firm and are really only interested in your opinions! The discussion will last \_\_\_ hours & we will pay you $ for your participation.

Your participation is very important. We are reserving a seat for you. If you need to cancel for any reason, it’s important that you call us to let us know.   A no-show, no call may affect your ability to participate in future research.

Are you sure that you have no other conflicting appointments? \_\_\_\_ Yes

The group/interview will start promptly at \_\_\_\_ so please plan to login early. We will send you a confirmation email with. This email will come from (insert email address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_). Please let us know if you haven’t received this email within (insert time frame\_\_\_\_\_\_). We will give you a reminder call the day prior to your study. (note to recruiter: please verify email address and all contact information for cover page)

# MODERATOR SCREENER

*[International introduction language to be added appropriate to local outreach platform]*

Hello, I'm \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, an independent marketing research firm. We're conducting a marketing research study on behalf of a major medical firm and we would like to include your opinions. Let me assure you we are not trying to sell you anything nor will you be contacted in the future as a result of your participation. All information will remain confidential. May I ask you a few questions please?

1. Are you a moderator or admin of a large community chat group with over 100 members who don’t know each other in real life on an app such as Discord, Telegram, Twitch or Reddit?
   1. Moderator
   2. Admin
   3. Neither [TERMINATE]
2. In the past month, have you intervened in response  ~~responded~~ to a chat group member doing anything similar to these experiences listed? (over index Q2 vs Q3)
   1. Bullying or harassing another chat group member (fill for quota A)
   2. Sexually harassing another chat group member (fill for quota A)
   3. Exposing another chat group member to offensive nudity or pornography (fill for quota B)
   4. Sharing or threatening to share another ~~chat group member~~’person’s private information (fill for quota B)
   5. Directing spam at another member without their consent (fill for quota B)
   6. Trying to deceive another chat group member with misinformation (fill for quota C)
   7. Trying to scam another chat group member (fill for quota C)
   8. None of the above [TERMINATE after sample to following question is fulfilled]
3. In the past month, has a chat group member done anything similar to these experiences listed? (under index ) (\*prioritize those who had both experiences in Q2 and Q3)
   1. Bullies or harasses you (fill for quota A)
   2. Sexually harasses you (fill for quota A)
   3. Exposes you to offensive nudity or pornography (fill for quota B)
   4. Shares or threatens to share your private information (fill for quota B)
   5. Directs spam at you without your consent (fill for quota B)
   6. Tries to deceive you with misinformation (fill for quota C)
   7. Tries to scam you (fill for quota C)
   8. None of the above [TERMINATE]
4. What actions did you take as a result of this experience? (select all that apply)
   1. Suspended member temporarily
   2. Banned member permanently
   3. Discussed or sought advice from other Admins or Moderators
   4. Warned members involved
   5. Supported those who were involved
   6. Used a chat app or platform feature to address the issue
   7. Reported issue directly to the platform’s administrators
   8. Reported issue directly to local authorities
   9. Quit my role all together
   10. Other [TEXT ENTRY - CODE RESPONSE]
   11. Did nothing [TERMINATE]
5. On which app did this experience occur? ~~Which app is your chat group on?~~
   1. Discord (MAJORITY SAMPLE)
   2. Telegram (MIX)
   3. Twitch (MIX)
   4. Reddit (MIX)
   5. Facebook Messenger [HOLD FOR POOL]
   6. Instagram Direct [HOLD FOR POOL]
   7. WhatsApp [HOLD FOR POOL]
   8. Other [TERMINATE]
6. How many people do you believe are in this chat group?
   1. Less than 100 [TERMINATE]
   2. 100-499
   3. 500-999
   4. 1,000-4,999
   5. Over 5,000

## [MODERATION ACTIVITY DESCRIPTION]

1. How would you describe your specialty as a moderator or admin? (select all that apply) (RECRUIT MIX)
   1. Technical support [HOLD FOR POOL if 7=A ONLY, MULTIPLE ANSWERS CAN BE QUALIFIED]
   2. Membership approval/termination
   3. Rules enforcement
   4. Address member complaints and issues
   5. Policy creation and change
   6. Cultural steward
2. How long have you been in this role?
   1. Less than 3 months [TERMINATE]
   2. 3-6 months
   3. 6 months to a year
   4. 1-3 years
   5. Over 3 years
3. Do you share these responsibilities? (RECRUIT MIX)
   1. Perform role alone
   2. Share role with one other person
   3. Share role with a few others
   4. Share role with many others
4. Do you use any tools to help you perform your duties?
   1. Use nothing
   2. Use some tools or bots that the app makes available
   3. Use some external tools or bots that are plugged into the app
   4. It is fully automated and I just manage it
5. In a typical week, approximately how much time do you spend carrying out admin/moderator duties for your community(-ies)?
   1. Less than 1 hour [TERMINATE]
   2. 1-3 hours
   3. 4-10 hours
   4. 10-20 hours
   5. 20-40 hours
   6. More than 40 hours
6. How often do you visit the community(-ies) that you manage?
   1. Multiple times per day
   2. Once a day
   3. A few times per week
   4. Once a week
   5. A few times per month
7. What topics are discussed in your chat group?
   1. Open ended

## [FACEBOOK ACTIVITY DESCRIPTION]

1. Are you an active member in any other large private chat groups? If so, on which platform?
   1. Discord
   2. Telegram
   3. Twitch
   4. Reddit
   5. Facebook Messenger
   6. Instagram Direct
   7. WhatsApp
   8. Other [write in]
2. Are you a moderator, admin or member of a Facebook Group with at least 100 members?
   1. Moderator
   2. Admin
   3. Member
   4. None of these [HOLD FOR POOL]
3. What best describes how you feel about the ability to create a chat group that is connected to your Group within Facebook?
   1. Extremely interested
   2. Very interested
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   4. Slightly interested
   5. Not at all interested [HOLD FOR POOL]

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