**Feedback & community core unit – meeting agendas and notes**

**First core unit meeting - September 28, 2020**

**Action items:**

|  |  |  |
| --- | --- | --- |
| What? | Who? | By when? |
| Finalize community guidelines | Jassleen | Oct 9? |
| Add section on moderation to initiative description document | Jassleen | Oct 5 |
| Create document outlining procedure for conflict resolution and handling complaints (does not have to be finished by ‘deadline’) | Jenelle | Oct 5 |
| Create document outlining feedback structure (does not have to be finished by ‘deadline’) | Gwen | Oct 5 |
| Create basic survey to ask for feedback on sessions | Gwen | Oct 9 |
| Initiate introductions on Slack ‘members’ channel | ?? | Oct 2 |

**Notes:**

Functions/responsibilities of the feedback & community core unit:

* Moderation of Slack: Jassleen
  + Make sure community guidelines are followed on public conversations
  + Community guidelines need to be finished
  + We should look into some tips/guidelines for moderation
* Dealing with conflict and complaints: Jenelle
  + We need to create a document with an official procedure for this
    - Conflict should be dealt with privately, with the small group of people involved
    - There should always be a mediator
    - Somehow follow-up to make sure conflict is indeed resolved?
    - Include resources for issues that are bigger than what we can deal with (e.g. referring to university services)
    - One organizer should be the main point of contact for bringing up issues/conflict/complaints, but then it would also be good to have an external ‘confidante’ that people can turn to if they don’t feel comfortable contacting the person in charge of conflict and complaints
* General feedback collection/integration: Gwen
  + Optional survey we can share with participants after every session
    - Make name optional, so people can give feedback anonymously, if they prefer
  + Structure for participants to get in touch with organizers/have their feedback heard and integrated
  + Feedback structure document should also outline how feedback will be considered/integrated
* Community engagement: ??
  + Come up with ways we can build more trust/comfort in engaging with the group
    - Scheduled hangouts/check-ins?
      * On gather.town?
    - Science slam?
      * Maybe for later, for now something with as little organization as possible would be good