

Hi, my name is Shuayang. Thanks so much for taking the time to chat with me today! I'm helping the National Union of Students (NUS) design some fair rules for a new Facebook group they're testing at Monash. The goal is to make sure everyone feels safe and heard when chatting online. I'd love to ask you a few questions about your experiences in online groups and what you think should (or shouldn't) be allowed. Don't worry—there are no right or wrong answers, and everything you say is totally anonymous. This should only take about half an hour. Sound good?

Topic 1 Introduction and Warm-Up

- Q1: Have you ever used Facebook Groups or similar social platforms?
- Q2: What do you usually do in these groups?
- Q3: If yes, have you ever been penalized for breaking the rules?
- Q4: If yes, how do you feel at that time?

Topic 2 Group Activity and Content

- Q5: How did you protect your rights and interests as a student before joining the group?
- Q6: Have you met any difficulty or challenge when you maintain your welfare
- Q7: If you were to join this group to maintain your interests, what kinds of activities or contents would particularly attract you?
- Q8: Do you think online groups better help you protect your interests than without groups?
- Q9: If not, could you come up with several suggestions to improve the function and service of these groups?

Topic 3 Defining Rule-Breaking Speech and behavior

- Q10: Have you ever encountered any unacceptable remarks or behaviors in other groups?
- Q11: How do you feel about them?
- Q12: Apart from these that you have encountered, what types of comments or behaviors do you think should be considered unacceptable in the group?
- Q13: Are there any special cases or sensitive topics that need extra care when discussing on students?
- Q14: Are there situations where you would like to do these unacceptable behaviors?
- Q15: If yes, why would you like to do these bad behaviors?

Topic 4 Penalties for Rule-Breaking

- Q16: What types of penalties may be applied when someone violates the group guidelines?

Q17: How to make sure these penalties are fairly applied?

Topic 5 Moderator Authority

Q18: How to elect moderators?

Q19: How to supervise moderators to balance their power with other members' freedom?

Q20: What actions do you expect moderators to do when managing the group?

Q21: If moderators can be elected, would you want to run for moderator?

Topic 6 Rights of Ordinary Group Members

Q22: What rights do you believe every group member should have?

Q23: What processes should be in place for users to report issues or challenge decisions and penalties?

Topic 7 Role of Staff in the Group and Handling Conflicts with the University

Q24: What role do you think staff should play in the group?

Q25: How should the moderator handle arguments between students and the university? Such as protests against policies.

Topic 8 Privacy Protection

Q26: Do you find any privacy risk in using Facebook groups to discuss questions about personal rights?

Q27: Do you think members should be allowed to post anonymously?

Q28: If this type of anonymous system is employed, what will you use the system to do?

Q29: Should the group require proof (e.g., student ID) to join?

Topic 9 Diversity and Inclusion

Q30: What suggestions do you have for making sure voices from different groups are heard in group discussions?

Alright, that's all the questions I have for you—thanks again for sharing your thoughts! Your input is super helpful in making sure the Facebook group actually works for students like you. If you ever think of something else later, feel free to reach out to me. Have a great day, and good luck with your studies!