Transcript

- **Interviewer**
  Hi, my name is xxx. Thanks so much for taking the time to chat with me today! I'm helping the National Union of Students 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 in these groups. 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?

- **Participant**
  Yeah.

- **I**
  OK. Now let's move on to the first topic, just some introduction and warm up.So have you ever used facebook groups or similar social platforms before?

- **P**
  Yes. I have used facebook groups. As a chinese, we usually use the wechat groups. These platforms helps us with common interests to communicate efficiently.

- **I**
  Could you give me an example of what do you do in, for example, wechat groups?

- **P**
  I usually use wechat to talk with my friends and in wechat. Just you know, in chinese, we have the small programs in the wechat, and we can play some games, the small games in the wechat. And we also use wechat to pay for have payment. So it's so convenient. As for the wechat groups. We usually you know just send the red bags and a lot of things. So maybe we we have telephone to each others in groups

- **I**
  So maybe you sometimes play game together and talk about the content of the games?

- P

  There is a group, in the group, it is popular. I mean.

- I

  Well. The next question is, have you ever been penalized for breaking and group rules?

- P

  No, I have always followed group rules and behavior to respect.

- I

  OK. Now, let's move on to the next topic. We will discuss about the activity and content that held in the groups. So how did you protect your rights and interests as a student before you join this kind of groups?

- P

  Before join group, I protect my rights by staying informed about university policies and contacting students unions when necessary or keeping records of my interactions with faculty.

- I

  So have you met any difficulty or challenge when you maintain your welfare on behalf of yourself?

- P

  Yeah. Let me think. I have faced some challenges in protecting my rights, such as occasional misunderstanding of certain policies. However, by con, by learning about relevant regulations and improving my communication skills, I have become better at addressing such issues and ensuring my rights are upheld.

- I

  So if you were to join the group to maintain your interests and what kinds of activities or contents would particularly attract you.

- P

  Maybe discussion on university policies or course recommendations. Maybe the most attractive is the internship opportunities for my work.

- I

  So do you think these online groups better help you protect your welfare than without groups before?

- P

  Yes. I mean, because online groups provide real time discussions, which is collective support and easy access to relevant resources. And we can get some helps from online instead of to searching for teachers.

- I

  Thank you for your feedback on group activity and account. Now let's move on to how we define rule, breaking, speech and behavior. First, have you ever encountered an unacceptable comments or behaviors in other groups?

- P

  Yes, I have seen hate speech, spam message, and personal attacks.

- I

  Could you give me a detailed example on these aspects?

- P

  Let me think I have encountered spam message and personal attacks. For example, on a social media platform, I once saw a comment that content had switch to getting a special raise. He said people from ex groups are all scammers, I should be kicked out of our country. Just kind of remarks. It's really, really clear, discriminatory and increase his hatred. Additionally, I have come cross spam message such as someone repeatedly posting, click this link to claim a free iphone in a form attempting to lure users into phishing scammers.

- I

  So how do you feel about these unacceptable comments? Do you feel angry or anxious?

- P

  Such issues makes me feel uncomfortable, you know. So I hope such issues are better, regulated, and that people communicate with each other with a responsibility and respect.

- I

  Apart from these behaviors that you have encountered before. What types of comments or behaviors do you think should be considered unacceptable in the group?

- P

  It may cyber bullying, inappropriate contents and excitement or spam and privacy violations.

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- I

  Could you explain what you mean by inappropriate content and spam means?

- P

  Inappropriate contents, some contents like violence, crane, or unsuitable for adolescents contents. Apart from that, the spam basically means a branch of unwanted or irrelevant message that keep popping up usually trying to sell you something or trick you. It can show up in emails, social media, or chat apps.

- I

  Well, so in your opinion, are there any special cases or sensitive topics that need extra care when discussing students in campus?

- P

  Yes, topics related to race, religion, publics, and mental health require extra sensitivity.

- I

  Yeah, that's that's very reasonable. But i'm interesting, i'm interested in whether there are some situations where you would like to do these unacceptable behaviors?

- P

  Well, I remember in our group of friends, I used to use boring and childish images to swipe the screen to interfere with the discussion.

- I

  That's very interesting. So why would you like to do these bad behaviors in that in those situations? What's the motivation behind you?

- P

  Over else, this kind of behavior is not malicious behaviors, because our group owners are all people we are familiar with. Maybe this kind of behavior will bring joy to us and him.

- I

  Thank you very much for your response. Now let's move on to the next topic. That is, how should we penalize these group breaking behaviors? First, what types of penalties do you think should be applied when someone violates the group guidelines?

- P

  In my opinions, maybe some minor offenses, we will give some warning. But if someone repeat violence for the rules, our maybe temporary suspensions for that. But the last one is the permanent ban, such as some games you know in our society. If someone always repeated violence for the rules, so that guys may may have a permanent ban for severe case.

- I

  Well, could you give me more examples so that I can have a better understand of the difference between minor offenses and severe cases?

- P

  In my opinions, minor violence are usually small issues that don't cause much harm like posting of topping messages, sharing a bit of spam, sending repeated messages or use using slightly inappropriate language. Is this much? Get you a warning from the enemy or have your message delete it, but it's not a big deal. The major values are more serious like posting hate speech. Harass others members, sparing fake news, making someone's private information like photos or sharing illegal contents. This can get you mounted, kicked out of the group reported or even banned from the platform. So basically, the minor violence might get you warning, but major violence can get you removed from the group, or have a big ban, permanent ban.

- I

  Can you come up with some methods to make sure these penalties are fairly applied?

- P

  Maybe clear guidelines or transparency in decision making. That's all aware some behaviors. Apart from that and appeal process for those who feel unfair punished may be great.

- I

  I'm sorry. I'm still a bit confused. Could you explain in more details so that I can have a better understanding of. For example, what would you do to get a fair treatment if you feel that you are unfairly punished?

- P

  I have no the experience, but if I get one, first step, well, I will send a polite message to the moderator. And next step, maybe I will provide evidence like some chat history and screen shot to support my case. If

the group allows appeals, use the appropriate process, I will provide evidence to support my case. And if other members agree that punishment was unfair, they can speak up for you. Collectively, voices may influence the moderators.

- I

  Thank you. Now we are moving on to next topic. That is the authority of the moderator. In your opinion, you you think how should we elect moderator?

- P

  Well. I think the best way to elect moderator is to have a clear and fair voting system. Maybe we can normalize people who are active, responsible and already are contributing positively to the group. We could hold a vote where every members gets a chance to choice the preferred moderator. It's important that the process is transparent. So nobody feels like moderators are just chosen without the group's input. Maybe we could have a short introductions from each candidate, explain why they want to be a moderator. What they would do for the group. After they get it.

- I

  Well said. So in your opinion, how should we supervise moderators to balance their power with other member, other members' freedom?

- P

  The best approach will be is for multiple administrators to manage together with the public overseeing and having the right to report.

- I

  Yeah, very reasonable. And what actions do you expect moderators to do When managing the groups?

- P

  Maybe I want some behaviors like enforcing rules. We solving conflicts and keeping discussions, because I think moderators should focus on keeping discussions respectful and making sure the groups they are safe space for everyone, just means removing hate speech, stopping spam and make sure conflicts not get out of control. But at the same time, they may shouldn't be too stretched. People should still feel comfortable, expressing opinions, even if they disagree on something, they should also help answer questions and guide new members.But basically, they will like community leaders, not just rule enforcers.

- I

  Well that the final question in this topic is, if moderator can be elected, would you want to run for moderator?

- P

  I think being a moderator is a big responsibility. It is not just about having power. It may about making the group better. If I if I had the time and I feel like I could handle it, I might consider running.

- I

  Exactly. Now let's move on to next topic. That is right of ordinary group members. What rights do you believe very group member should have?

- P

  Our group members should have the right to express their opinions freely. Of course, as soon as it's respectfully respectful, people should also have the right to question moderators' decisions, because no one should have hate words. Privacy is also really, really important, because no one should be forced to share personal details they were not comfortable with. And everyone should be treated equally no matter their background.

- I

  And what process should be in place for users to report issues or challenge decisions and penalties?

- P

  Maybe a reporting system with evidence submissions or an transparent appeal process. I mean if someone thinks they will unfairly bench, maybe we could have a small review team made up of moderator and regular members to go over complaints and make fair decisions. Reporting issues should also be more easier than now, like just clicking a button or fill out a quick form. And whatever process we choose, it should be quick. So people were not left waiting too long for a response.

- I

  Thank you for your response. Now, let's talk about the role of staff in these groups, how we handle conflicts with the university. First, what role do you think staff should play in the facebook groups?

- P

Maybe it really depends on the purpose of the group. For example, maybe observers and investors not active participants in student decisions.

- I

  So in your opinion, you think these stuff will represent students more or on behalf of universities more?

- P

  I think staff can kind of in the middle, they work for school, so they have to represent universitie's interests. But at the same time, they should also support for students and listen to the concerns. They should act as a bridge between students and university, helping explain policies, answering questions, and making sure students' welfare are held.

- I

  Yeah, exactly. And how should the moderator handle arguments are between students and the university? For example, some protests against school policies.

- P

  If there is a conflict between students and university, moderators should make sure the discussion stays respectful. People should be able to voice their concerns, but without personal attacks or sparing false Information, if students are planning a protest, moderators could help by making sure the right Information is shared, like time, location, and rules. So things stay peaceful and organized. They should also be neutral, but not taking sides, but making sure both perspectives can be discussed fairly.

- I

  Exactly. The next topic is about privacy protection. So in your opinion, do you find any privacy risk in using these Facebook groups, especially when discussing questions about personal rights?

- P

  Definitely. Facebook collects a lot of data, and anything posted in the group could potentially be seen by more people than expected. If the group isn't private, outsiders might take screenshots and share discussions even in private groups. There's always a risk is that someone collect Information. That's why it is important for people to think before they posted personal details. And for moderator, to remind everyone about privacy risks.

- I

  Well said. Do you think these group members are they should be allowed to post anonymously?

- P

  I think anonymously posting could be really useful, especially if someone wants to ask sensitive questions without worrying about being judged. But there should be some limits, like no anonymously policies that spread false Information or tag others. Maybe we could have a system where anonymous post go through a moderator first, just to make sure they follow the rules.

- I

  If these anonymous system is employed, what will you use the system to do?

- P

  If there's anonymous system, I probably use it for things that fail to a workout or risky to stay to say with my name attached. For example, if I had concerns about the university policy, but did not want it to affect my relationship with professors or staff, I would post that. It could also be useful for giving honest feedback. Like if there's an issues with how the group is wrong. But I don't want to cause drama by pointing fingers. And of course, if I needed to ask personal or sensitive questions, like about mental health or discrimination, I would feel more comfortable doing it. But i've not used it to spread romerost or tag people. Just well. anonymity can be abused and I think it should be used to responsibly.

- I

  Yeah. And that's a very insightful answer. And many people think there should be a proof like a student ID so that people can join the group. What do you think about this? Do you think the group should require proof to join?

- P

  This approach is feasible because the group is specially designed for Monash University, and all members have the necessary identification. It helps keep outsides from assessing private Information. However, there is a risk of being too restricted. So the right of outsiders to join should be preserved through individual application and verification by a moderator.

- I

  Well said. now let's move on to the final topic of this interview. We will talk about diversity and inclusion. In your opinion, what suggestions do you have for making sure voices from different groups can be heard in this Facebook group discussions?

- P

  One way is to have clear rules that encourage respectful discussions so that people from all backgrounds feel comfortable sharing their opinions. Moderators can also make sure no single group dominates the conservation. If a certain perspective which is not being heard, they could ask direct questions to bring in more voices. It also helps to have multiply moderators from different backgrounds. So no one perspective controls the group. We could even have a special discussion days focusing on different topics where people from under from different groups can share their experience. The main things to create the space where everyone feels valued and included, no matter where they were found and what their opinions are.

- I

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