

## Concerto Feedback Group

October 8, 2020 · 🌐

These changes are new, small inconveniences piled atop frustrating user-experience decisions that Facebook has been making for more than a decade. But they are the latest example of how Facebook tries to shape every user's experience through black box algorithms—and how this approach harms not only individuals but the world at large.

This article has actionable feedback around (many of which we may already be taking action upon):

- **Lack of Control:** Seeing groups that are unsolicited (including groups they explicitly left!), choices for comment ranking not being sticky, likewise even intimate conversations being chained outwards through community view.
- **Danger of Rabbit Holes:** It discusses how while most are introduced to conspiracy theories by word of mouth, recommendations engines and the chaining of content and communities often reinforce the dangerous ideas or lead them far deeper.

## Quotes + Potential Action Items

### LACK OF CONTROL

But those are groups that we, the users, sought out and joined. Unsolicited content from other, unsubscribed groups is not always welcome. I myself noticed in recent weeks that posts from groups I am not a member of appeared when I tried to use Facebook's increasingly user-hostile app to engage with the handful of friends-and-family groups I do regularly use. And those out-of-the-blue posts include content from two groups I explicitly and intentionally left a month prior because they were making my life worse.

Having that kind of content also appear in your personal newsfeed (which has not yet been rolled out to me) is apparently even worse. "It was creepier than I expected to see 'related discussions' hyped next to a short comments thread between my mom and my brother about her latest post," tech writer Rob Pegoraro (who has occasionally written for Ars) tweeted after experiencing the new feature. (He added that Facebook's obsession with engagement "needs to be shot into the sun," a sentiment with which I agree.)

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- Consider introducing a way to stop receiving in-feed unconnected content. T

Chats

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# ataway groups qanon"

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- Doublecheck that at a minimum we're not recommending **groups** people have left?
- Consider introducing a way to stop receiving in-feed unconnected content. This resonates with me, IG has started showing follow recommendations in between stories. They provide an option to see these recommendations less which I value the option to (although it doesn't seem to be very effective at dialing it down at the moment)
- I think we may need some threshold on the original post before applying adding chaining to it through CV. I can see how CV can feel different attached to a friends/family post vs. on a **group's** or page's post. Maybe there needs to be a certain number people in a conversation before CV is applied?

Facebook at the same time has introduced a slew of tweaks to the user interface on both Web and mobile that make it significantly harder to promote high-quality engagement on the platform, particularly in **groups**. First, all **groups** now sort by "latest activity" as their default setting rather than by "recent posts." Sorting by "latest activity" drives users to posts that already have comments—but every post is then sorted by "top comments," an inscrutable, out-of-sequence muddle that seems to have almost nothing to do with the conversations themselves. Users can again choose to sort by "all comments" or "most recent," but those choices do not stick. Whether by design or by flaw, the decision to sort by recent posts isn't sticky, either, and you'll need to reselect it every single time. **Chats**

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Meaningful, thoughtful conversation—even in small, serious, well-moderated groups—has become almost impossible to maintain. That, too, drives sniping, bickering, and extremism on a small, conversational scale.

- Make choices on comment ranking sticky?
- Likewise how do we make sure the comments we are ranking aren't leading to more polarized discourse? How can they still reflect the **group** norms and standards?

#### **DANGER OF RABBIT HOLES (FROM AN **ARTICLE** LINKED WITHIN)**

But the Q believers I spoke with stumbled upon these incomprehensible ideas the old-fashioned way. They say they were indoctrinated (though they don't use that term) by their parents, other family members, and friends, or introduced to the conspiracy through word-of-mouth, rather than via the algorithms that have received the most national attention. But word-of-mouth alone isn't enough. The ability of people sitting at home to follow the online rabbit holes downward is critical. Moms are seeing an ever-changing web of trafficking conspiracy theories bounce around their circle of **mom** friends, like the debunked Wayfair conspiracy theory and USPS phishing text scam. The Jeffrey Epstein saga, a real-life case that involved an alleged sex trafficking ring and was covered by reputable news outlets, has also served as a key **gateway** into **QAnon**.

- Word-of-mouth and algorithmic recommendations seem to have compounding risks that we need to consider beyond evaluating our recommendations and invite system separately?
- I saw another **post** discussing the need for intentional friction in Concerto so seems like we're thinking about it already!

Lastly I think the framing of "Engagement" is a good reminder that Concerto could **Chats**

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- Word-of-mouth and algorithmic recommendations seem to have compounding risks that we need to consider beyond evaluating our recommendations and invite system separately?
- I saw another post discussing the need for intentional friction in Concerto so seems like we're thinking about it already!

Lastly I think the framing of "Engagement" is a good reminder that Concerto could easily fall into the engagement trap. Using ranking to show UC, sort comments, and recommend groups can lead to engagement that reflect "usage that comes from one part our brains, while the user's decision of what makes your product worth their time comes from another".

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► Just Flagging and Comms Feedback

October 6, 2020 · 🧑

<https://arstechnica.com/.../facebook-endless-quest-for-.../>

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DOI Q&A

5 hrs · Q193662 in DOI ·

## How do we calculate searchability?

When our searchability is at 10%, what is that telling us?

1. 10% of returned content is violating?
2. 10% of [searches](#) return violating content?
3. Other?

— with [REDACTED] and 3 others.



4

3 Comments · Seen by 39



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Comment



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the answer is 3. Other: Definition: Of all of the VPs on [search](#) results returned from the essential query list (i.e. the list of queries indicating a user was [searching](#) for a problem), what percent were violating according to human labeling. Source: <https://fb.workplace.com/notes/864276267638679> from [REDACTED] and [REDACTED] and <https://fb.workplace.com/notes/475583250397974/> by [REDACTED]  
[Search](#) Terms used to define searchability: <https://fburl.com/unidash/8zc0h2fy>

Searchability: Intro and setting up the metric

Like · Reply · 2h · Edited



1

**#resolved** (Thank you for bearing witness to my self-help session)

Like · Reply · 1h



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