QUALITY OF LIFE Proposal

Document serving the purpose of proposing a list of improvements and/or modifications concerning the staff team and management team to further improve its performance and stability.

p.1 | Team Appeal Changes

We would like to make various changes to the Appeals subgroup that will further improve the community and ensure that certain players no longer cause damage to the community. The changes are the following:

1. Deleting Appeal Tickets - This is because people do not need any more chances than what we already give them. However, we will reserve the right to give chances in rare cases though not advertised to players.
2. Denied appeals will not count towards the maximum appeal counter.
3. We will change the appeal amount from 5 to 3 due to point 2.
4. Staff members will no longer be able to handle an appeal that was issued by them, regardless if their intent is to accept or deny.
5. We would like to create a prefix called Invalid Appeals that do not count towards the appeal counter.
6. We would like to consider resetting everyone's counter, however this is not a definite decision.
7. We would like to only allow players to appeal for permanent bans.
8. We would like to remove mute appeals due to the fact that long mutes only exist in the event where they had broken the racism mute more than once in a short time span. This would be fully their fault, and believe that it is not acceptable.

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9. We would like to make it so players cannot submit an appeal automatically if the content of their appeal is less than 100 characters. This is already the case at a number of 30 however would like to increase this slightly to re-enforce it.

10. Due to the fact that players can appeal for an infinite amount (granted they do not get more than 3 accepted appeals), we would like to increase a policy to not allow players to create an appeal from 4 weeks of their last appeal. Increasing the form cooldown from 7 to 28 days.

`Approved ▾`: All of the bullet points included in this change can be implemented.

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p.2 | New rules page

The operations department would like to conduct a new rules page to provide a simpler look to the rules page, as well as having a: small description, in depth description and examples. This is intended to allow the community to view the rules in a much simpler light, whilst also providing an in-depth description for staff and dedicated reporters.

This rules page will also have a sidebar to the left of the page to navigate throughout the gamemodes.

`Approved ▾`: Development of the new rules page may begin. However, the changes discussed in p.1 should be prioritized.

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p.3 | Creating Mentorship guide on the Forums

We would like to create a mentorship guide for the mentors & shadows which clearly explain their responsibilities and how they should act towards their mentees, setting clear expectations and guidelines towards their duties. This would be created by the Staff Development department.

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`Approved ▾`: Nothing to add, this guide is a must to ensure the mentorship team's success.

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p.4 | Monthly Recognitions

The idea is to allow staff members to nominate a staff member for a recognition, explaining what they had done and how it had impacted them. This would then get sent to staff_alerts every staff meeting to recognise these staff members for their hard work both towards their duties and the team. These would be posted by Staff Development department.

`Deferred ▾`: A poll will be created for the staff team to vote on this suggestion. After the poll is concluded, I will return to this item and update it accordingly.

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p.5 | Chat Reports Expiration

We would like to extend chat reports expiring from 24 hours to 72 hours due to issues regarding scoreboard, forgetting to report and other misc issues. This would allow a player to report someone 72 hours (3 days) since the incident and still be valid for a punishment.

`Approved ▾`: Make sure the change is properly documented in the respective subgroup's guide.

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p.6 | Flood Rule

We are looking to increase the message count of the flood rule from a minimum of 4 to then 5. Meaning that no player should be punished for 4 messages, and instead eligible for a punishment when typing 5 continuous messages.

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This is due to the fact that players get punished for this rule by accident, considering that 4 messages (especially during quiet chats) is an easy thing to go over. 5 messages allow players to have a bit more freedom and leniency in these cases.

`Approved ▾` : Nothing to add.

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p.7 | Team Social Media Changes

As there has been greater aspects to focus on, the subgroup has received little care and needs a major update.

As the operations department head and current leader of the subgroup, I have looked over what improvements can be made and believe it would be in the best interest of the subgroup to focus on quantity of content creators and to seek content creators that host a count of 500 subscribers and around 800 views on average.

Furthermore, we would be more lenient on the activity requirements of content creators, as allowing them to have more freedom can help them to have their own time whilst still being able to produce content for the network. With a large amount of content creators, we can still average a good amount of videos per month opposed to strict requirements with less content creators.

Finally, as the media leader of 2 years, I would like to step down and provide a staff member with the opportunity of leading the subgroup. This will allow a staff member to put in their best efforts into the subgroup without having to be distracted by higher priority items. With this change, I would like to ensure that the subgroup's management team would be reduced from 5 to 1 as the subgroup lacks an amount of content creators to justify having 5 staff members dedicated to this subgroup.

`Approved ▾` : This is a good change of approach. Lets move forward with it.

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Signed off by,

Rodagave