

Collaborative and Social Computing

Assignment 4: Autoethnography

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1 Introduction

My name is Shizra Tariq and I am from Pakistan. I am currently doing my MS in Robotics program at University of Minnesota. My first time coming to the United States was in 2021 and I enjoyed my time so much that I wanted to come back because you don't get to experience this independence back in Pakistan, especially where I am from, which is a very conservative area. I started my Masters in 2024 Spring and honestly I do think this time it's a little different in both good and bad ways. This time I have to be more responsible for my decisions in academic and personal life. I am physically away from my family and honestly I am not very close to my family but we do love each other the most. I feel emotionally disconnected from them sometimes, that's why I am not habitual of calling them daily, unlike my other international friends. But I do call them once or twice a week or sometimes if busy maybe once in 15 days. We do have a Whatsapp group where we usually drop an update or some pictures.

I am emotionally more connected to my friends than family. I think I call them more often than I call my parents. Because I can share anything with them without having any fear. And I am also connected with them on more than one social media application. Each for a different purpose, like for video calling we use Whatsapp and for memes sharing we use Instagram. My friends are also back in Pakistan so I use social computing apps more to connect with them. However, comparatively, I use less applications to connect with my friends here in Minneapolis since we often meet each other but also connect with them on different platforms for different purposes.

I am living independently here in Minneapolis. I have 2 roommates who are very nice but we interact very less because of different schedules. Both are working full time and I enjoy living with them because it's peaceful, especially in the morning when they are not here. We usually have conversations with each other on iMessages as they both use that often to communicate. I am managing and responsible for making my own food, doing chores and other things. Even though I have friends who live close by, we still use social applications to even fix the time to meet each other or communicate.

Academically I think I am doing ok. I took 14 credits this semester so this semester has been very busy but mostly it was time taking but not difficult. I am taking 4 courses, one is online via Zoom and the others are on campus. Almost all courses have some kind of group project or assignments where we do need to communicate often with group members. I would say most of the groups I worked with use Whatsapp to communicate but for this class we did create a chat group on iMessage because it was convenient for my other 2 group members. While working with different groups, I noticed 3 mediums of sharing files and information. The most used one is Google Drive where we share files with each other and work on it together, secondly Whatsapp for final drafts and sometimes email (but using email was like once in a blue moon). I feel great that I don't have to go out to work with others and I can work from my study table with comfort and focus.

For using social computing applications, I mostly use Phone but I switch to a laptop if it is work related as I usually have work related conversations when I am working. I also use an Ipad sometimes but mostly for note taking or facetimeing.

My most used social computing applications are Instagram, Whatsapp, Reddit, Facebook, Imessage and Linkedin. I use Whatsapp mostly for academic purposes or to connect with family or friends back from my country. It's funny that using instagram is the least productive but it is still on top of the list when I check my screen time. I use it mostly for entertainment, saving memories, sharing memes or just for time pass. Reddit is another helpful platform which I mostly use to research some product/service, to check reviews regarding certain products/service or to vent about stupid or emotional topics. I also use Facebook marketplace very often to buy or

sell something. Other than that iMessage for short and quick conversations and LinkedIn for professional networking or job hunting.

I think I use my phone a lot more than I should and I know it's not healthy for me. First thing I do after waking up is checking my phone and the last thing I do before sleeping is checking my phone. I also use applications when I am working and I also use it when I am not. The only time I don't have screen time is when I am with someone. I have a very toxic habit of continuously switching between apps because my attention span is too short and I get bored easily so I always look for something interesting and then more interesting. I do feel like I waste my time a lot on social media apps and I can use that time on more productive and physical activities. Sometimes just keeping scrolling and watching new things results in buying unnecessary things impulsively.

When I see these patterns, I also realize the importance of how I engage with other people online. For example, sometimes I feel obligated to respond to people asking for help personally or in groups even if I don't have time. I also noticed the discomfort of people reaching out to me directly through these groups. It's hard to draw a line between being helpful and maintaining your personal boundaries. This made me think more about boundaries, responsibility and emotional labor in online interactions.

While doing this assignment, I realized that I noticed so many toxic and unhealthy traits and habits of using social computing applications. I noticed so many patterns of my own behaviors, impacts of social media usage on me/people and some social media content or recommendation patterns. Honestly I took this course casually but this course had such a great impact on my daily life. I am so interested in exploring these patterns, emotional effects and social/ cultural life on these applications. People do not realize how things work, it's so easy to get manipulated and spread misinformation especially on social media.

But at the same time it feels so great to help others or maybe take help from others through these applications. Sharing and discussing political and personal events and sharing memories and moments with people you love or sometimes with even strangers. This essay is not just about using applications but how these digital platforms shape our emotional experiences, influence our daily life decisions and act as sites for memory, identity and social media support. Through this essay, I want to explore emotional impact, platform-specific habits, platform-based trust, and how these practices affect broader social and cultural dynamics. And how all of this affects us both negatively and positively without our realization.

2 Methods

I tried to collect and analyze information based on different applications and their uses in my daily life.

2.1 Data Collection

The first step of this autoethnography was data collection. I collected data for 2 weeks from April 10th to 24th. Data collection consisted of three sections; field notes, reflective journal entries and retrospective accounts. First part was the field notes which included general usage of social media applications. I mostly focused on addressing "Which applications?", "What purpose?", "Emotional aspect", "Point of View/Insights" and "specific incidents". This also helped me write detailed reflective journal entries. I wrote six journal entries throughout two weeks and each was written with a two or three day gap to observe the constant patterns of those days using my field notes. I wrote my field notes using "OneNote" on my iPad and then later transferred it to google doc file while writing my journal entries.

Third section was the retrospective accounts which was pretty easy. It was the comparison of past vs current social media usage/features. I mentioned my insights and views on how platforms changed and evolved with the time.

2.2 Data Analysis

After collecting data, I reviewed my entries using an informal coding process, grouping patterns by recurring topics and wrote down a few topics on behavior, patterns and incidents. I grouped the related experiences to identify the themes which are discussed in the below sections of the essay.

Throughout the process, I performed the reflective analysis and also looked into similar experiences of other people. This structure and approach was inspired by Lucero's autoethnographic method.

Following are the topics that have repetitive mentions and use in my daily life usage of social media applications. I listed them by the rank I thought are important to address:

Topic	Supports
Using different social computing platforms for different purposes	Entries: April 10, 12, 14, 16, 21; Multiple retrospective accounts
Emotional and cognitive impact of using social computing apps	Entries: April 19, 22, 24
Using social media for decision making in daily life	Entries: April 11, 20, 23, 24; Retrospective on Reddit
Digital marketplace dynamics and trust issues	Entries: April 18, 20, 21
Personal archiving and saving feature	Entries: April 18, 19
Productivity vs. distraction on social media apps	Entries: April 12, 14, 19, 24
Boundaries and privacy in digital spaces/groups	Entries: April 21

Table I: Potential Themes and Supporting Journal Entries

3 Positionality Statement

I already mentioned my cultural and educational background in the Introduction section. I believe that background information also plays a role in how with the change in time and experiences, my social media usage changed. My father always tried his best to keep me and my siblings away from the digital world and applications. First time he allowed me access to personal phone and internet was when I was 18 years old and started my Bachelors. Even though I got full access, I did not use social computing apps as I use it today due to various reasons. First, things work very differently back in Pakistan than it is in the United States. There was no concept of using Facebook marketplace, we do not have amazon available in our country, you cannot find reviews for brands (we have available) on Reddit. People used to share their experiences on YouTube or Instagram and, due to lack of digital awareness it's hard to tell which one is authentic user experience or what is promotional.

My habits changed significantly after I came to the United States. Since we have amazon and other popular shopping sites available here, it is easy to find authentic reviews on Reddit. Therefore I started using Reddit after I came to the United States. I was also not used to doing video calls because I lived with my family and used to meet my friends. I started video calling when I came to the United States and lived away from home. I also now use different platforms for different emotional, academic and social purposes.

People also see things differently in both countries as I feel guilty of believing everything that the media shows without confirming the authenticity of news. It might also be the age factor that you believe whatever people tell or show you but when you get exposure and digital awareness you realize how important it is to check the facts. Spreading hate and propaganda is comparatively very easy in South Asian countries as compared to the United States as you find people from worldwide and you get a chance to see and understand everyone's perspective.

Selecting themes is not just about using the platform for people or purpose but it really matters because it impacts your wellbeing, relationships and sense of control. I have experienced both negative and positive impacts on myself and using those reflections, I am exploring different themes in the section below. These reflections are deeply shaped by my cultural lens, daily dependency on digital tools, personal coping mechanisms and emotional patterns.

4 Themes

4.1 *Using different social computing platforms for different purposes*

This theme explores how platforms get used for specific roles based on individuals, their pattern of use, their emotional needs and contextual routines. I often use multiple social computing platforms

throughout the day and while writing my field notes I had a realization that not all applications serve the same purpose and use for me. This theme explores how different applications support different aspects of my emotional, academic and social life. Following are the key purposes and uses that I noticed for each platform.

Platform	Purpose
WhatsApp	Academic and family communication
Instagram	Entertainment, meme sharing, emotional release
Reddit	Product reviews, research, venting
Facebook	Shopping or finding rental housing on the marketplace
iMessage	Quick and short chats with local friends and roommates
LinkedIn	Professional networking / job search

Table II: Social Computing Platforms and Their Purposes

While discussing this with some of my friends, I came to a conclusion that the purpose varies based on individuals and their experiences and priorities. I will mostly address the purposes and use cases based on my experience. I also addresses the platforms that I use the most:

Whatsapp:

WhatsApp is the one of the most used applications in my digital routine. It supports maintaining both academic coordination and personal relationships and sometimes some other small productive or time saving tasks like file or media sharing. I mostly use it to communicate with my family and friends through video or voice call because I cannot call internationally on their numbers so we use Whatsapp as a medium of communication. Secondly, Academic groups are another main use in my life. Either if it is related to class group projects or field related groups or international student groups or my scholarship group, it's a great way to connect with people directly and help each other on various issues, mostly informational exchange. I found one statement in my entries of April 18th and I quote:

"I feel like I use WhatsApp more to either share docs/media/links or for study groups or video calling." – (Field Note, April 18)

Instagram:

Instagram is the most used social media on my device with the most screen time. I feel like we share trending and popular topics, memes or political opinions with our friends here as it is so easy to see and interact with content that also involves sharing with friends and family. I also use it as a digital photo album as I post my travel pictures a lot and I can access it anyway, anytime with the reference of date and location that I usually share with pictures. Another cool feature I use on Instagram is the save feature where you can create folders and save different videos in a specific folder based on theme:

"I added so many traveling videos to my travel tab/folder. It's cool to easily find those again. Otherwise, it gets lost." – (Field Note, April 18)

"I have around 17 folders on my Instagram, including makeup, nails, fashion, dance, movies, music, and so on." – (Journal, April 19)

I do realize a very toxic habit of scrolling on Instagram and feeling anxious about it. It is a really good entertainment tool for me but I would say that it is very less productive in my daily life as compared to other social computing applications. In one of my entries I quote:

"My Instagram habits are also very toxic. I realized it takes most of my screen time, and I have almost nothing to write about the content that I see – because it's just a waste of time that I can't stop doing." – (Journal, April 12)

Instagram acts as both a comfort space and a source of distraction in my daily life.

Reddit

Reddit is my truth seeking platform and it is the application where I interact with the content from total strangers. None of my friends know that I am on Reddit nor do I know the usernames or profiles they use on Reddit. It is a great platform to see reviews regarding different products or services and people usually stay honest without any filter and obligations because it is kind of a platform with anonymous users. I also found myself using it for researching and venting out on different topics without any care of being judged because I know that these people don't know who I am or neither I know anything about them.

Reddit use has significantly impacted my decisions regarding product purchase as I often see reviews before buying any product. I also mentioned my Marshalls shopping experience in my field notes:

"I also found some Korean skin products in Marshalls and looked it up on Reddit... I bought only those products with good reviews." – (Field Note, April 23)

"Reddit can play a huge role in decision-making while shopping." – (Journal, April 24)

Facebook Marketplace

I specifically use the Marketplace feature of Facebook and hardly interact in any other spaces on I specifically use the marketplace feature of Facebook and hardly checked on interacting in any other spaces on this platform. There are several occasions where I used it for specific purposes and I also find myself just casually browsing on it. I used it for buying tools, finding rental accommodations and selling different items. During my data collection time period I was specifically using it for rental apartment search in San Jose and tried to sell/sublease my current place in Minneapolis. I recently was successful leasing the place through this platform but looking at all the patterns and use of this app, it has a lot of potential scams and you have to be very careful and smart while using this platform for buying and selling items/products. One different experience I want to quote here:

"Usually whenever I use Fb marketplace... it's hard to sell something and easy to buy... but my experience with listing a sublet was completely different." – (Field Note, April 21)

Connection to Literature

I want to mention an article by Robert^[1], where he discusses how the understanding between social and material networks (such as my interactions with platforms) can show you how these platforms shape and are shaped by our routines and relationships. This further supports my argument that how platforms are chosen for specific purposes by each individual and how they get influenced by broader social and material factors.

Like previous studies by Cristina^[2], Line^[3], and others, my study foregrounds how use of technology depends on subject and context, by revealing how these platforms fulfill different roles in our academic, social and emotional life.

Conclusion

These are not random insights or experiences on platforms but it shaped my emotional need, communication goals and practical routines. This pattern shows that social computing is not just about connectivity but also serves as emotional release, informational sources and entertainment. This awareness also made me question the technology use and how it can never be neutral. It reflects how I navigate my responsibilities, emotions and identity across different platforms. This study helped me be more mindful of how these platforms shape the flow of my everyday life.

4.2 Emotional and Cognitive Impact of using Social Computing Apps

One of the strongest patterns I noticed in my journal entries and notes was how social media not just impacts on my daily life but also affects my emotions, mental health and attention. I observed the mix effects of happiness, joy, validation, stress, anxiety, feeling drained and overwhelmed.

These emotional and cognitive impacts are subtle but it definitely shapes how I engage with and on different platforms throughout the day.

Based on my experience and journal entries following are the major emotional and cognitive impacts on me by using social computing applications.

Emotional Support and Validation

Platforms like reddit give me emotional support or validation if I feel nervous about any incident. It also helps you self realize if you are on an emotional roller coaster regarding an incident and can't decide if you are wrong or what you should do. There are so many sub reddit like "AITAH", "Am I the devil?" or "Am I the bad person" where you can be honest without feeling judged.

"I posted how the adopted father of Natalia did so bad to her... Almost 16 people replied that they also hate how he was behaving in the documentary..." – (Journal, April 24)

Social platforms also give you a chance to get emotional support from family and friends while being away from them. Even when discussing random topics on social media platforms, getting responses from strangers gives you validation and realization that you are not alone.

Attention Span, Mental Load and App switching

I observed patterns of compulsive usage and how I keep switching apps for more interesting content. It definitely affected my attention span that I will either skip the content within seconds or switch applications. I want to mention two quotes from my retrospective accounts:

"I have a very toxic habit of continuously switching between apps because my attention span is too short and I get bored easily..." – (Retrospective)

"The only time I don't have screen time is when I am with someone." – (Retrospective)

These patterns made me observe that the more anxious and stressed I feel, the more I keep switching apps and keep scrolling with a very short attention span. Sometimes instead of helping or diverting it makes your mental health worse. It is definitely not good for both mental and physical health to get exposed to so much useless content online.

Another incident I would like to mention is watching people fighting on social media. It sometimes gets very distressed. I would like to mention my experience of looking at all Pakistan-India fights on social media and it is taking a toll on my mental health and I break down into tears looking at innocent people dying on both sides.

Pressure to respond and emotional labor

Some platforms create a sense of obligation in you sometimes to respond to people even if you are not comfortable or busy. Especially WhatsApp, since its more personal, people can contact you directly from groups. Sometimes due to work or family terms, you also feel obligated to reply because you see those people every now and then and it can impact your relationship with other people.

"Sometimes I feel obligated to respond to people asking for help personally or in groups even if I don't have time." – (Retrospective)

"It's hard to draw a line between being helpful and maintaining your personal boundaries." – (Retrospective)

I started noticing how being a part of so many communities and groups can make me feel emotionally stressed or tiring. Even when I want to disconnect or want space for myself, I feel guilty for not replying to people on time.

Connection to literature

Many researchers^[?] have great study on this topic. They addressed how the use of social media offers support by positive interactions, it also affects people to look for validation by other people

online. Another study showed how in person interactions and support have more positive impact than online interactions. Research^[6] has also shown how multitasking on social media can result in cognitive load, reduce attention span and affects memory retention. My journal entries and study on these themes also support these researches and suggest that increase in vulnerability by using social media can also result in depressive symptoms. My findings on emotional labor and pressure to respond also supports the study on social media addiction and burnouts.

Conclusion

Overall, I realized that social computing platforms are not emotionally neutral and can have a great impact on one's mental health. It shapes how you feel, think and spend time in your daily routine. This theme made me aware of emotional labor and mental pressure involved in constantly being connected or using different platforms. It also highlights the importance of creating boundaries around how to use social computing applications.

4.3 Using Social media for decision making in daily life

I have seen myself and my friends being influenced by social media or trends into doing things impulsively. Social media and digital tools affect our daily lives more than we can think. Following are some reflections of my observations of how social media impacts me or people around me to make any decisions.

Community reviews and feedback on product/services

As I also mentioned in the above themes, I often use reddit to look for reviews and feedback on certain products and services. I think people around me also check reviews online on different platforms before investing any money in any product/service.

I found myself using different platforms when I do not feel confident trusting marketing. This can also let you make some other small decisions/acts that you wouldn't have done. An example of this is when I was looking for reviews on "Midha Rice Serum", I found so many reviews on a sub reddit and that intrigued me to join that subreddit to find more good products from the same brand and also helped me to avoid bad products based on reviews.

"I was looking up reviews for a Korean rice serum that I got from Marshalls. Marshall's subreddit popped up so I joined." - (April 11)

Social influence and Current trends

These days, people share a lot of memories and aspects of their personal life on digital platforms and also get influenced by the life or things they see on social media. People like to stay relevant and hence buy products that are very trending or maybe aesthetically pleasing. Sometimes they also make decisions to get approval or validation from other people online.

It is very common these days that people see a viral product online and buy it because everyone around them is using it. I am also guilty of wasting my money buying some viral makeup products that were not so great for me but I got them because everybody said they were great. Deciding things based on a friend's suggestions is another noticeable example:

"My friend asked me about prom dress suggestions and we ended up exchanging Insta posts."
- (April 12)

Misinformation and Panic in Decision-Making

Since a lot is happening around the world and whenever there is a panic situation people also like to spread misinformation for their personal agendas. This is a very concerning issue in digital spaces because it also ends up spreading hate on digital spaces and harming each other mentally. I have seen people fighting on social media because of some political propaganda and how in all of that people forgets to address the main problem. I also came across something similar while collecting data for this project. The Pakistan-India fight is taking a toll on my mental health and I decided not to engage with people who are aggressive on this topic around me. Also it raises concerns of how awareness on using digital platforms is very important otherwise it can lead to panic.

"I feel guilty of believing everything that the media shows without confirming the authenticity

of news." - (Retrospective)

Connection to literature

Previous Research has also shown how people's decisions depend on online reviews and feedback. Social media platforms serve as a source of information for many users who like to trust peer reviews before making a decision. Another study by Susan^[7], investigated how and why people find online reviews helpful. Another study by Mitchel^[8] investigated how the influence of social media impacts young adults and their behaviours. My experience and this theme also support this study and it would be very interesting to investigate more into this and find out ways to control the negative impact on people.

Conclusion

We do not realize how much impact digital tools make in our daily lives. It helps you decide what to buy, wear, consume or trust. The more uncertain you feel about something the more you turn towards these platforms. But it also raises the concern of taking full responsibility for your actions and not fully trusting what you see online.

4.4 Digital Marketplace dynamics and Trust Issues

Digital marketplaces have become an important part of how we buy, sell, and search for housing or tools in our daily life. During my data collection, I used Facebook Marketplace to sell and buy different things, including shopping for products, searching for sublets, and looking for new places for accommodation. While these platforms make this task quick and easy, I also came across many scams, which makes you doubt and trust other people online. Therefore we have to use the platform sensitively.

I casually use Facebook marketplace to browse and make practical or comparatively cheap purchases on the second hand market.

"I randomly scrolled Marketplace and found a straightener for \$5. Felt like a lucky find." - (April 12th)

I also frequently browse Facebook Marketplace without needing anything. Sometimes, I end up buying things I was not even looking for, but purchased it just because they seem like a good deal. The platform feels like a virtual garage sale- it is very unpredictable what you find but browsing through this platform is pretty addictive.

I also felt the difference in demand and trends based on the locations; like I had different experiences for Minneapolis vs San Jose. In San Jose, it was harder to get responses, while in Minneapolis I was overwhelmed with inquiries. Almost all the responses that I got from San Jose looked like a scam. However, I ended up subleasing my apartment to a nice guy I found on the marketplace. It also makes me question how trends and demands change on the same platform by just changing the location.

"It still boils my blood how scammers come up with unique ideas everyday to scam people."
- (Retrospective)

Connection to Literature

Research and previous studies highlights how platforms like Facebook Marketplace depend heavily on trust between the users, and still do not provide any tools to ensure credibility. My own experiences echo the same concern and I had to go through all the emotional and logistical labor of talking to strangers. Another study by the Azadeh^[9] addresses the same issues of users in the USA and Canada. I believe my experience is strongly validated by the academic literature, which points out trust, privacy, and safety as persistent issues in digital marketplaces.

5 What Makes This Autoethnography

This autoethnography is shaped by my experiences as a Pakistani international student who is living independently in the U.S., and became a frequent user of social computing applications especially after coming here. Through this assignment, I observed many uncomfortable and self revealing patterns of how I use these applications in my daily life. I often use these platforms impulsively, and sometimes to the point of emotional and mental exhaustion. I realized that I start and end my day on my phone, switch between apps throughout the day when I get bored. I scroll through Facebook Marketplace even when I don't want anything, and feel guilty for not responding quickly in WhatsApp groups. These behaviors may seem small, but they reflect deeper emotional habits which are shaped by social pressures, cultural expectations, and digital environments. Writing this essay made me admit and realize these habits that I'm not proud of. Like falling for trends I don't really care about or panicking over misinformation. But it also helped me see how these platforms structure my attention, relationships, decisions, and even self-worth. This self-reflection has grounded in my journal entries and that is what makes this piece personal and autoethnographic.

6 Conclusion:

Writing this autoethnography has made me realize not only my habits but also the emotional effects and impacts on my daily life. I observed many patterns like using Instagram for distraction, Reddit for authentic reviews, and WhatsApp for academic communication. These all are specific to me but the themes like distraction, validation-seeking, emotional labor, and platform-specific use can make many students or people relate. While some of my experiences, like searching for housing or communication with my family may be more specific to international students, the issues like trust, boundaries, and emotional fatigue can be relatable to anyone who depends heavily on digital platforms.

Although my findings do not directly address the changes related to pandemic. I tried to mention how the pandemic changed the use of digital tools in my life. As I mentioned in my retrospective accounts, I started using Facebook Marketplace during the pandemic and now I use it very frequently to buy and sell products. I also used to watch YouTube reviews a lot but with the time, I started using Reddit more for review purposes as I believe there is less promotional content and people write their personal experiences. Similarly, I was not used to video calling before the pandemic because I used to meet my friends in person, but now I use video calling feature on WhatsApp very often to connect with friends and family back home. The habits which started during the pandemic have now become long-term habits that I don't plan to change. I think one of the most important realizations is that platforms improve with time and needs, but also impact our emotional states, behaviors, and decisions in return.

If I think about implications for design, I hope platforms start giving users more information on their own behaviors, not only the screen time. More insights on emotional tracking, attention switching patterns, or anxiety markers can help in improving mental health and removing unhealthy social media habits. Simple notification to remind that you have been scrolling for this much time can help to reduce harmful patterns. There are also times when I wish certain features didn't exist like autoplay on Instagram reels, or instant read receipts on WhatsApp which result in anxious behavior or social pressure. Technology should give us the option to disconnect instead of pushing us into constant use.

As a research method, I found autoethnography surprisingly honest and eye opening. It helped me observe myself and my habits without any filters. It also helped me realize some other aspects like emotions on certain topics/use and decisions that I usually ignore. Autoethnography was great to help me realize how we should be more responsible for the sake of ourselves while using social computing applications. However, I also agree with its limitations as it is very personal and maybe not generalizable in a scientific sense. But I do believe that it provides enrich insights and highlights the issues that are common that we think and people show the same/different patterns without realizing. To me the takeaway is, the experiences and patterns can be different for people but autoethnography can make you point out those aspects and can give you deeper insights on how these applications impact us daily. In the end, this process made me more aware of how I use technology. It also reminded me that social computing platforms aren't just "tools", they consist of emotional environments, decision-making spaces, and sometimes even sources of harm. How we design, moderate, and engage with them should reflect that complexity.

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