

# Example Moderator Interview Questions

## Consent

1. Who I am, what I am doing.
  - a. My name is <name> and I'm from <institution>. Thank you so much for spending the time and talk with me today. I would like to talk to you about your experience with moderation in online communities. You should have already received an email with a Study Information Sheet that contains detailed information about this study.
2. Privacy and confidentiality
  - a. To clarify, your participation in this conversation is strictly confidential—we may quote some of your responses in a publishable paper, but your identity will never be published alongside with those quotes. In other words, your responses may be published as quotes in a future paper, but no identifiers will tie your username or identity to those responses. You also absolutely can decline to answer any of the questions I ask. You are also free to stop the interview at any time, you just have to let me know.
3. Consent to interview and recording
  - a. For the record, is it okay if I record this conversation?
4. Participant questions?
  - a. Do you have any questions about this interview before we start?
5. Explanation of the open interview structure
  - a. Just want you to know that there are no wrong answers to my questions. I want to hear your stories and your experiences. This is **your** interview.

## Interview Questions

1. **Single community**
  - a. How long have you been moderating <community>?
  - b. Let's start by telling me about what you do in your moderation work.
  - c. If there is a specific thing to talk about: I noticed <this thing> in the <community>, could you explain why <this thing> happens/exists?
    - i. If not: Can you tell me the most memorable event in your job as a moderator?
  - d. How would you describe your workload moderating this <community>?
  - e. Could you please describe a typical day as a <community> moderator?
  - f. Were you around when this <community> was created?
    - i. If so, could you describe how the <community> was formed?
    - ii. **If Discord:** How were channels decided on?
    - iii. How were the rules for the <community> formed?
    - iv. How did you use the platform's tools to organize the <community>?

- v. How would you define the roles in this community?
  - 1. How were these roles formed, and what do these roles mean?
- vi. Did you use any tools not provided by the platform, like bots?
- g. How would you describe your relationship with community members (non-moderator members)?
- h. Have you ever had to change a rule or make a new rule?
  - i. If yes, have the participant tell an example
- i. Have you and other moderators ever disagreed on how to apply a rule?
  - i. If yes, have the participant tell an example
  - ii. Could you describe how and if this disagreement was resolved?
  - iii. Have the rules ever changed, and if so, could you describe how and why this rule change took place?
  - iv. Could you describe other “behind-the-scenes” decision making and communication that may occur privately between moderators?
- j. (If the <community> uses bots) How would you describe the role that your bot plays in this server?
  - i. If yes, have the participant tell an example
  - ii. Can you describe how these bots are produced and run?
  - iii. How are the features of the bot decided on?
  - iv. How are these bots maintained?
    - 1. What kind of work goes into maintaining these bots?
- k. (If Discord and voice channels are used) How are the voice channels for this server moderated?
  - i. Could you tell me an example where you or another moderator had to regulate a voice channel?
- l. How would you describe the relationship between the moderators and admins of this <community> with the <Platform> moderation staff?
  - i. Have platform-wide rules ever had an impact on your community?

## 2. Cross-platform communities

- a. How would you describe the major differences between <Platform A> and <Platform B>?
  - i. How would you describe the average or typical <Platform B> member, and how would you describe the average <Platform A> member? What are key differences?
    - 1. What, if any, types of differences in behavior of individual users do have you seen across the platforms?
  - ii. What are of the strengths of <Platform A> over <Platform B>? What are the strengths of <Platform B> over <Platform A>?
  - iii. What challenges does <Platform A> offer that <Platform B> addresses? What challenges does <Platform B> offer that <Platform A> addresses?
- b. How would you describe the relationship or connections between the <Platform A> community and its <Platform B> community?
  - i. Has the <Platform A> community influenced <Platform B>? If so, how has this occurred?

1. Examples: Can you give an example?
  2. [If creative or peer production community] Examples: Has <Platform A> been used to help produce content for <Platform B>?
  3. [If creative or peer production community] Examples: Has the content produced from <Platform A> on <Platform B> differed from any way than content produced solely on <Platform B>? If so, how is it different?
- c. Could you describe the circumstances that led to the community expanding to / from <Platform A> from / to <Platform B>?
- i. Why was the decision made to expand?
  - ii. How was the decision made?
    1. Who in the community participated in this decision making process?
    2. Could you describe what this process of expanding was like?
  - iii. How would you describe the beginning of this community after it expanded onto this new platform?
    1. What challenges did you come across in the beginning?
- d. Has an event on <Platform B> ever had an impact on the <Platform A> community?
- i. What is the story behind this event?
  - ii. Example: Has an event like a controversial topic or discussion on <Platform B> continued onto <Platform A>?
    1. Could you describe what happened? How, in comparison to the discussion on <Platform B>, was this discussion carried out on <Platform A>?
  - iii. Example: How has growth on <Platform B> affected membership of the community on <Platform A>?
- e. How do you interact with the <Platform B> moderators? With Platform A moderators?
- i. How would you describe the way <Platform B> is moderated, compared to <Platform A>?
  - ii. What problems or challenges related to moderation in <Platform B> have been solved through <Platform A>?
    1. How were they solved? Could these problems be solved through <Platform B>? In other words, what features about <Platform A> made solving these problems easier (or worse)?
- f. How were the rules decided on for the community in <Platform A>?
- i. Who came up with these rules, and what was their process for creating them?
  - ii. What did the decision making process for this look like?
  - iii. Were these rules borrowed from the <Platform B> community?
    1. If so, why did these rules need to be a part of the <Platform A> community?

2. How are these rules enforced on the <Platform A> community compared to <Platform B> community?
    - i. How would you describe the experience of participating on <Platform A>? <Platform B>?
3. Is there anything else you would like to talk about or comment on?

## Demographics

You don't have to answer these questions, and you can give any kind of response:

1. What is your age?
  2. What is your gender?
  3. What is your career / real world job?
4. Finally, we would like to thank you for participating in this study by sending you a \$20 Tango Card. Is <participant's contact info> still the best way to contact you?