

Project B: Revising the Onboarding Process for Moderators on Reddit

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LTEC 5210: Instructional Systems Design I

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April 30, 2023

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Project Introduction

An online social platform that closely mirrors a discussion forum, centered around user-driven content and community-driven organization, Reddit serves as a significant source of information, discussion, and entertainment. Reddit structures itself with divided sections dedicated to specific topics, termed ‘subreddits’, that may focus on political discussion, a hobby interest, a particular television show, and more. Users on Reddit engage with other members by submitting content, commenting on posts and responding to other comments, and voting on either a post or comment. According to a report from Statista (2022), Reddit has over 860 million monthly active users as of 2021.

Volunteers largely moderate these subreddits, often selected from the users who actively participate in the subreddit by existing moderators, which contributes to the community-driven aspect of the platform. Subreddit moderators usually establish guidelines and policies for the subreddit and enforce those guidelines on posts and comments to maintain the focus and quality of the subreddit: actions taken by subreddit moderators may include content removal, temporary suspensions of users from the subreddit, or permanent bans from the subreddit community entirely. Subreddit moderators, beholden to their volunteer status, do not receive official compensation from Reddit although they do have to enforce the site-wide rules on the content within their respective subreddit.

The focus of this project relates to the moderator team of a specific subreddit, one centered around the discussion and sharing information about video games, which will be referred to as /r/VideoGames using the established nomenclature from Reddit for the purposes of this project. This project consists of the application of the ADDIE Model to build training for

newly recruited volunteer moderators for /r/VideoGames, to improve understanding of the guidelines, standardize any actions taken, and increase retention rates. The finished product will be an online nine-hour onboarding process, with a mixture of asynchronous and synchronous elements.

Analysis

Overview

The client for this project, the moderator team of /r/VideoGames, does not have an established hierarchy although some semblance of seniority does exist stemming from the amount of time a moderator may have served on the team. They currently have a total of 16 members on the team and they live all over the world, covering different time zones. Depending on the activity of the subreddit community and the number of moderators they have at any given time, due to departures and absences, they may periodically ask members of the subreddit to apply and join the moderation team. They often make decisions through debate and collective discussion, voting as needed. For the purposes of this project, a space was made in their online Discord server for the development of the training program which all moderators can access. In the initial discussion, they shared more pertinent information regarding the subreddit. They have over three million subscribers as of April 2023, with an average of over a thousand comments posted in the subreddit per day. The intended audience for the training is a subset of the moderator team: newly recruited moderators who need to undergo an initial onboarding process.

To establish parameters and learn more about the training needs for this project, information was gathered through the use of a survey constructed in Google Forms. The survey included questions that asked about the current onboarding process for new moderators, such as whether the respondent has trained a new moderator, the weakest and strongest aspect of the

current process, what they found difficult to teach, and any other thoughts they wished to share. A total of nine completed responses were recorded from the survey. Access to the existing onboarding materials as well as a review of logged past training sessions helped facilitate the information gathering process.

The completed product should exist as an online training program, with the approximation of nine hours completion time, that will use a blend of synchronous and asynchronous elements. This is due to the nature of the moderator team, who functionally communicate and take action in an online environment while residing in different parts of the world. While progressing through the training, new moderators will learn the guidelines for the subreddit community, how to enact the needed actions taken on content that violates the established guidelines, internal policies that facilitate the moderator team, and other pertinent knowledge and skills needed to serve as an effective moderator.

However, a particularly important restriction bears noting in regards the potential development of training: due to the volunteer status of the moderator team as well as the lack of any funding or budget to purchase software or traditionally accepted alternatives, any materials or training should utilize resources that are free of cost. An exploration of potential options should be undertaken and established before the development of the training. Furthermore, the existing training often takes place on Discord, a free communication platform on which users can create and join communities to chat via text although video and voice also serves as options for communication. Any future training should also utilize Discord, since the moderator team uses it as a hub for discussion regarding issues that arise while moderating and communicating with each other.

Core Issues

The current onboarding process involves the new moderator, the trainee, logging onto the Discord server for the subreddit moderators and meeting up with another more experienced moderator, the trainer for an informal training session in which they review the basics of moderation, the guidelines for the subreddit, and the tools they require for moderation. This is often a synchronous session, which requires scheduling in advance and can take a number of hours depending on the trainee's familiarity with moderation overall. Sometimes multiple sessions are required and the new moderator is given continual access to a specific channel for training and asking questions throughout their probation period which can take a month or two.

The information gathered from the survey and a review of past onboarding sessions brought light to several core issues with the current onboarding process. In response to a query regarding the 'weakest aspect' of the current onboarding process, a common answer was the lack of consistency in the training. This is attributed to the manner in which the training is done, where the trainer often reviews an active 'queue' of reports with the trainee and walks them through on what guidelines they break, the penalty for that violation, and the action needed. Therefore, the examples given to each new moderator may vary and sometimes they do not get to review everything in a timely manner, leading to a lack of consistency. One noted a case in which a moderator learned how to handle an issue months after their joining the team. Another aspect of this issue is that sometimes the action taken is subjective in nature and it's harder to teach, or there's a lack of knowledge management regarding a recurring issue which introduces a gap in the knowledge passed on during the training process.

Another fundamental issue with the current onboarding process is that one specific moderator is often coordinating and training most of the new moderators that join the team. This

indicates an increasing reliance on this specific moderator, which may have a measurable impact on the current onboarding process if they were to leave the team. It is worth noting that during the course of this project, the moderator in question did end up stepping down from the team and becoming temporarily unavailable, lending credence to the issue noted.

Needs

A successful development of the training program would require the creation of a detailed job aid to help the experienced moderators who take on the onboarding duty to provide a streamlined consistent experience to future trainees. Although there is an overlap between the needs of the trainer and the needs of a trainee, some key differences exist. Trainers will demonstrate a deep understanding of the guidelines and expectations, how to identify common technological issues and assist in troubleshooting, the ability to edit and update any documentation produced, and provide guidance and support as needed.

Instructor Needs

- Stable internet access that allows for consistent communication on Discord
- Fundamental understanding of how Reddit functions as a discussion platform
- Ability to grant and edit moderator permissions for new moderators
- A comprehensive job aid to help guide training for a consistent experience
- Deep understanding of existing guidelines and expectations with perspective on nuances
- Strong communication skills to explain and respond to queries posed by the learner
- Knowledge to help identify and troubleshoot common technological issues
- Ability to review and update any documentation produced in Google Docs
- Established familiarity with essential third-party moderator tools
- Motivation to help guide and train new members of the moderator team

Learner Needs

- Basic desktop computer literacy due to limitations of moderating via mobile
- Stable internet access that allows for consistent communication on Discord
- Basic understanding of how Reddit functions as a discussion platform
- Basic familiarity with the VideoGames subreddit community guidelines
- Strong motivation and openness to learn and become valuable part of the team
- Time management skills and balancing of moderator duties with other responsibilities
- Open communication with experienced moderators in addition to assigned trainer

Timeline

Table 1

Timeline of Training Program

Modality	Synchronous	Asynchronous	Mixed
Invitation to Team			
Introduction 1 hour	<ul style="list-style-type: none">● Accept invite to moderator Discord server and log on● Introduction and brief discussion of moderator responsibilities		
Setting Up 1 hour	<ul style="list-style-type: none">● Review guidance on moderator tools set-up● Identify and diagnose any technical issues with trainer		
On-Hands Practice Exercise			
Mentoring 1 hour	<ul style="list-style-type: none">● Invite to moderator team and setting up permissions● Scheduled in advance, first mentoring experience● Simulated experience in practice environment with trainer		
Self-Directed Training			
Homework 2 hours	<ul style="list-style-type: none">● Review material on moderation best practices and principles● Review subreddit guidelines for content and formatting standards● Review guidance on how to utilize moderator tools and functionality		
Practice 2 hours	<ul style="list-style-type: none">● Practice with beginner examples in training environment● Fill out assessment form as part of practice exercise		

Moving Forward	
Review 1 hour	<ul style="list-style-type: none"> • Discuss results practice with trainer and share reasoning • Ask questions, address concerns, etc.
Independent	<ul style="list-style-type: none"> • Begin moderating with basic permissions on limited basis • Ask questions as needed in online discussion channel • Review actions taken periodically with trainer

Environmental Resources

Learners must have consistent access to a desktop computer as well as a stable internet connection. Learners should have a Reddit account in good standing, although it is presumed they would already have one given the need for one to pass the application process in the first place. Learners should possess basic computer literacy as well as the ability to install and maintain various necessary applications, such as SnooNotes and Discord.

Learners will need to register with Discord and create an account if they do not already have one. In Discord, learners will have access to communication channels specifically allotted to training, as well as the ability to communicate with other members of the moderator team. Furthermore, any relevant materials and documentation will be provided through Discord and learners can refer to them as needed.

Design

Overview

This document endeavors to present a layout of an online asynchronous learning program with the intended completion time of approximately nine hours. This learning program centers around teaching vital components of moderation, both the general application of basic principles of moderation and the specific applications as applied under the policies and guidelines of the VideoGames subreddit.

The intended audience for this training intervention will be new moderators that join the moderation team for the VideoGames subreddit. Newly recruited moderators may come into the team with prior moderation experience, either at other subreddits or other discussion platforms outside of Reddit, or they may join with no moderation experience at all. Either way, the delivered training will help them establish familiarity with the specifics of moderation that is particular to the VideoGames subreddit, as well as moderation in general depending on their level of experience.

Learning Theory

The developed online learning intervention will utilize the learning theory of constructivism, in which participants formulate their own understanding and interpretations through interaction and experiences. More specifically, it utilizes problem-based learning, an instructional approach with roots in constructivism, to help establish and deepen understanding. Through active learning and inquiry, the trainees will utilize their critical thinking and problem solving skills to develop their understanding of the underlying principles of moderation and the proper application of the subreddit guidelines and policies for the subreddit community. This is especially evident with the major learning activities embedded in this program: first, a simulated asynchronous exercise in a practice environment with examples drawn from real content submissions, then a live experience with a trainer in a discussion and inquiry-based mentoring experience in which they explain their reasoning and nuance for the moderation actions they take. Ultimately, they will actively engage with the content within the subreddit community and assess it appropriately before moving forward, which fits constructivism.

Learning Expectations

After completing the training program, moderators will be able to assess posts and comments made within the subreddit community and take action on those that violate the subreddit guidelines with the given moderator tools and functionality. They will also demonstrate an understanding of other moderator responsibilities, such as communicating with subreddit community members regarding appeals, addressing technical issues as they arise, and engaging in discussion on topics such as moderator policies and procedures, current issues that affect Reddit as a discussion platform, and more. In turn, they will become effective moderators that help maintain the quality of the subreddit community, which can impact the quality of submissions posted to the community, the rate of engagement with the submissions from subscribers, as well as its subscriber growth.

Goals and Objectives

The analysis phase and feedback from the moderator team helped outline the following learning goals and related learning objectives.

Learning Goal 1: Trainees will be able to demonstrate their ability to utilize moderator tools and functionality to enact their responsibilities within the subreddit community. Upon completion of this nine-hour training program, they will be able to...

- Objective 1: navigate and utilize the embedded moderator tools within Reddit to take appropriate actions for identified infractions. (Psychomotor)
- Objective 2: install and utilize third-party moderator tools to help facilitate their moderation responsibilities. (Psychomotor)
- Objective 3: communicate with members of the subreddit community regarding moderation actions via official channels of communication. (Affective)

- Objective 4: update and maintain the automated moderator functionality embedded within Automoderator. (Psychomotor)
- Objective 5: access and adjust the design settings of the subreddit to help communicate important information and policies to the community.
(Psychomotor)

Learning Goal 2: Trainees will be able to demonstrate an understanding of notable aspects regarding moderation, such as the subreddit community guidelines and applicable site-wide rules, as well as internal moderator policies and procedures. Upon completion of this nine-hour training program, they will be able to...

- Objective 1: evaluate submissions and comments for violations of the content standards established by subreddit guidelines. (Cognitive)
- Objective 2: evaluate submissions and comments for violations of the formatting standards established by the subreddit guidelines. (Cognitive)
- Objective 3: evaluate submissions and comments for violations of the site-wide rules imposed by Reddit. (Cognitive)
- Objective 4: determine the appropriate punishment level for a given infraction depending on the situation. (Affective)
- Objective 5: determine when to elevate an issue for review by the moderator team. (Affective)

Learning Activities

To help establish a baseline for future training sessions, the moderator team wanted a job aid for any moderator who needs to help onboarding a new moderator, which would come in the form of a step-by-step onboarding guide as well as a comprehensive reference manual to help

mitigate knowledge management issues and serve as a source of information for both experienced and new moderators. To help improve the consistency of future training, a repository of examples would be developed that will be utilized for demonstration purposes in which a moderator is mentoring a trainee, as well as provide hands-on experience in the form of practice exercises along with an assessment form.

Onboarding Guide

The production of a job aid, the onboarding guide, will help provide a cohesive outline and establish a consistent process, delineating the steps for onboarding a new moderator. The current onboarding process is largely unstructured, leading to potential gaps in the training: this new guide aims to remedy that. Furthermore, the developed product will also contain structured blocks of information regarding various aspects of moderation, such as the embedded moderator functionality within Reddit, third-party moderator tools that help facilitate moderator activity, modes of communication that moderators may use, and more. This will facilitate the following learning goals and objectives (1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5) . The produced job aid will take form in Google Documents, which is freely accessible and supports shared editing functionality, which allows the moderator team to collaborate in maintaining and updating the job aid after initial production.

On-Hands Practice Exercise

One core issue lies in the lack of consistency in training: prior training experiences would rely on any content submissions in the live queue of reports, which can vary at any given time, especially during times of the day when activity was low. To remedy this issue, the moderator team was asked to generate a report on the most common types of infractions they've seen in the

past quarter. After tallying and summarizing the report, a search was conducted through a history of prior actions taken on those infractions to pull some examples to use for training. These examples were reposted into a private subreddit created specifically for this purpose, to help replicate the same environment in which moderation would take place. This will allow the training moderator to demonstrate a variety of content infractions consistently during the on-hands practice exercise. This will help facilitate the following learning goals and objectives (2.1, 2.2, 2.3, 2.4). This will also tie into the practice assessment that follows.

Moderator Manual

Another core issue lies in the lack of formalizing a large portion of the internal knowledge hosted by the moderator team. A reference document, known as a ‘moderator manual’ will help codify much of that knowledge as well as serve as a reference point for new members of the team. This document aims to help new moderators review any aspects of moderation not covered by the initial training and practice exercises, to help portion out the knowledge intake and prevent overwhelming a new moderator with a deluge of information that may not be immediately relevant to their needs. It will also contain a ‘cheat sheet’ to cover recurring issues and the process for handling them. This will help facilitate the following learning goals and objectives (1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5).

Assessment Narrative

To evaluate whether the onboarding process was successful in helping cultivate the needed skills and knowledge, an assessment is given using the example repository that was developed for the on-hands practice exercise learning activity. This will be conducted with the use of Google Forms, which can help collate results and deliver them electronically to the moderator team to help review and evaluate their performance. This will allow the training

moderator to determine the gaps in their knowledge or reasoning and deliver targeted training to help reinforce any identified gaps.

Evaluation Narrative

The moderator team has an established quota of at least 200 actions each month. Actions may include a single instance in which content is removed, a warning or ban is given, a response is given via modmail, etc. All of this is automatically logged by Reddit and is available for the moderator team to review and tally as needed. This helps ensure that moderators remain active on a regular basis. Furthermore, the log can also include pertinent information on actions taken by a given moderator that allows the others on the team to review the action and determine if it is correct or not. This allows senior moderators to periodically review actions taken by a new moderator and evaluate their performance. A moderator who has successfully completed training should meet the established quota for two months straight as well and have at least 95% success rate in applying the correct action. The practice assessment will also help a senior moderator determine the efficacy of the training given, not just the success of the moderator being trained.

Timeline

Table 2

Timeline of Training Program

Modality	Synchronous	Asynchronous	Mixed
Invitation to Team			
Introduction 1 hour	<ul style="list-style-type: none">● Accept invite to moderator Discord server and log on● Introduction and brief discussion of moderator responsibilities		
Setting Up 1 hour	<ul style="list-style-type: none">● Review guidance on moderator tools set-up● Identify and diagnose any technical issues with trainer		
Practice Exercise			

Mentoring 1 hour	<ul style="list-style-type: none"> • Invite to moderator team and setting up permissions • Scheduled in advance, first mentoring experience • Simulated experience in practice environment with trainer
Self-Directed Training	
Homework 2 hours	<ul style="list-style-type: none"> • Review material on moderation best practices and principles • Review subreddit guidelines for content and formatting standards • Review guidance on how to utilize moderator tools and functionality
Practice 2 hours	<ul style="list-style-type: none"> • Practice with beginner examples in training environment • Fill out assessment form as part of practice exercise
Moving Forward	
Review 1 hour	<ul style="list-style-type: none"> • Discuss results practice with trainer and share reasoning • Ask questions, address concerns, etc.
Independent	<ul style="list-style-type: none"> • Begin moderating with basic permissions on limited basis • Ask questions as needed in online discussion channel • Review actions taken periodically with trainer

Development

Due to the unique constraints of the moderator team, being a completely voluntary effort with no funding whatsoever, they had to rely on traditionally free resources for any materials or products they produced for their responsibilities. Hence, the choice made for the course of this project to utilize resources such as Google Documents, Google Forms, Google Drive, etc. Any materials produced using the Google suite would be hosted on Google Drive and shared with the moderator team via Discord for review, editing, and whatever else they needed. The senior moderators would help facilitate the utilization of the finished products for training purposes, as well as reference for future moderators.

Implementation

An initial outline draft was produced and given to the moderator team to review. They contributed their perspectives and granted approval for further development. All the documents

produced were done so through Google Documents, which allows linking to the document as it is being produced to multiple people at once, as well as the ability to comment and suggest changes in real-time. This was utilized throughout the development of the products for the project, allowing for continual feedback. Furthermore, their contributions were solicited as any initial products delivered at the end of the project would still be a work in progress as they review and begin codifying any internal knowledge that was not available throughout the stages of this project.

Due to the sporadic nature of their recruitment cycle, there was not an opportunity to test the beta-test of the onboarding process on brand-new moderators. However, a group of moderators joined the team a month before the beginning of this project and they were still within their probationary period. The opportunity was taken to solicit their feedback on specific aspects of the project, especially the guidance developed. The solicited feedback focused on the level of information presented in the materials produced, as well as their depth of understanding, relevance to their daily moderation responsibilities, gaps in information they had taken in during their onboarding, etc. A collective discussion was not possible, due to the differences in the time-zones and the size of the moderator team, but a specific channel was created to collect their feedback as they discussed points with each other and myself.

Feedback Questions

Set of Questions for New Moderators

1. How do you feel about the level of information given in the documents presented?
2. Did you experience any confusion or concern when reviewing the material?
3. Did this give you additional information that was not present in your onboarding?
4. Were you able to follow any directions given successfully?

5. Were you able to access the practice exercise assessment and complete it?

Set of Questions for Senior Moderators

1. How do you feel about the level of information given in the documents presented?
2. What else would you like added to the materials?
3. Were you able to follow the onboarding workflow successfully?
4. What exercises do you think should be added to the practice assessment?

Evaluation

Although implementation does not exactly replicate the desired training conditions for the finished product, it still produced enough information to evaluate the developed materials to help further reinforce future iterations. Both the senior moderators and the new moderators both shared valuable insight on the delivered products, allowing for future collaboration to continue to refine these materials so they will be ready for new moderators when they come onboard for the first time. Due to the transitory nature of the moderator team, many moderators have come and gone (and sometimes rejoining and leaving once again) over the years. This set of products will represent a solid piece of valuable knowledge that will remain long after the original members of the team have gone. Hence, it is vitally important for them to contribute to the design and development of the product, as well as consider their insight on the success of these materials.

One notable piece of feedback was some concern regarding the questions in the practice exercise assessment. After working through the exercise themselves, some noted that it may be detrimental to have them complete the exercise as part of the self-directed training *prior* to the initial mentoring phase which was outlined in the original timeline at first. Upon review and feedback, an edit was made (that is reflected in this submission) to switch those phases: to have

the practice exercise block moved to before the self-directed training block. However, it remains to be seen whether this will have the impact they hope. They look forward to testing it on the next batch of recruits to join the team.

Another aspect they wished to reconsider was the development of the moderator manual. While they did like the concept, they wished to deliver it in a different format outside of Google Documents. They realized they could utilize a feature within Reddit they hadn't capitalized on effectively: the wiki pages. Each subreddit has a set of pages that functions like a wiki that moderators can iterate on, with version history and control. They currently utilize a page within their wiki for the ruleset they impose on the subreddit community. This is not reflected in the current submission but they anticipate taking the current draft and transferring it into the wiki for their respective subreddit.

Conclusion

This project was an exercise in creativity, given the unique nature of the client and their needs. They had no funding, they're essentially a group of volunteers, with a self-imposed set of guidelines, policies, expectations, and even culture. This project is vastly different from the usual projects developed within a corporate or educational environment, although some thought should be given on how this project may compare to one developed in a non-profit with limited resources. Still, this project is more of a blend of developing traditional training and knowledge management, serving as a reminder that knowledge management is a crucial aspect for any team to consider, especially for those with an ephemeral nature.

References

Statista. (May 20, 2022). Number of monthly active Reddit users worldwide from 2015 to 2021 (in millions) [Graph]. In *Statista*. Retrieved April 18, 2023, from <https://www.statista.com/statistics/1309791/reddit-mau-worldwide/>

Appendix A

Figure 1

Screenshots of Practice Exercises Assessment Google Form

The screenshot shows a Google Form titled "Moderation Practice Assessment". At the top, there is a purple header bar. Below the title, there is a cloud icon with a checkmark. A red asterisk indicates a required question. The first question is: "Someone commented on their post complaining about it being downvoted. What should you do? Select all that may apply in this situation." It has five checkboxes: "Remove for Rule 3.1", "Remove for Rule 1", "Warn them", "Ban them", and "Other:". The second question is: "Someone posts a comment quoting a developer using a homophobic slur during a discussion. What would you do?" It has a text input field labeled "Your answer". The third question is: "Someone posts a long rant that uses an excessive amount of profanity about a gaming studio's shady business practices and customer service, linking to a variety of other sources and anecdotal evidence. How would you handle this post?" It also has a text input field labeled "Your answer".

Moderation Practice Assessment

☁️

* Indicates required question

Someone commented on their post complaining about it being downvoted. What should you do? Select all that may apply in this situation. *

☐ Remove for Rule 3.1

☐ Remove for Rule 1

☐ Warn them

☐ Ban them

☐ Other: _____

Someone posts a comment quoting a developer using a homophobic slur during a discussion. What would you do? *

Your answer _____

Someone posts a long rant that uses an excessive amount of profanity about a gaming studio's shady business practices and customer service, linking to a variety of other sources and anecdotal evidence. How would you handle this post? *

Your answer _____

What is the punishment for a comment containing a racial slur if it's their first offense? *

- ☐ Warning
- ☐ 3 day ban
- ☐ 5 day ban
- ☐ 30 day ban
- ☐ Permanent

Someone messages you directly about their post being removed. What should you do? *

- ☐ Redirect to modmail
- ☐ Respond to their private message to address their concerns
- ☐ Bring it up in the Discord server
- ☐ Ignore their message and block the user
- ☐ Other: _____

Someone posts a question asking how to download a recently released game for free. What rule does this violate? *

- ☐ Rule 7.1
- ☐ Rule 7.2
- ☐ Rule 6.7
- ☐ Rule 5

Someone posts a question asking how to download a recently released game for free. What rule does this violate? *

- ☐ Rule 7.1
- ☐ Rule 7.2
- ☐ Rule 6.7
- ☐ Rule 5

A link to an article was left up for a while, when it should have been removed much earlier due to a rule. What do you think should happen here? *

Your answer

A user was permanently banned three years ago for constantly getting into fights with other users. They just modmailed asking if they can appeal their permanent ban. How would you evaluate their appeal? *

Your answer

When you review a post that was reported for Rule 8, what should you look for? *

Your answer

Submit

Clear form

Appendix B

Figure 1B

Job Aid - Onboarding Guide for Training

Onboarding Guide

April 2023

Purpose

This document intends to serve as a guide to the onboarding process to help senior moderators provide a consistent training experience for new members of the moderation team.

Responsibility

The responsibility of onboarding new moderators should be distributed fairly amongst the senior members of the moderation team, to avoid potentially overburdening any individual moderator. However, time zone differences and other potential issues can and should be taken into account when assigning responsibility.

Table of Contents

- I. Invitation
- II. Introduction
 - A. Welcoming them to the team
 - 1. Discuss timezone, availability, preferred pronouns, etc.
 - 2. Assess prior moderation experience / comfort level
 - B. Initial discussion
 - 1. Give brief overview of Discord server
 - 2. Outline steps of onboarding process and expectations
 - C. Assist with technical issues and questions from set-up
 - D. If needed, schedule mentoring session for on-hands exercise
- III. On-Hands Practice Exercise
 - A. Give access to private training subreddit
 - B. Begin working from the practice examples together with trainee
- IV. Self-Directed Practice
 - A. Self-directed training in moderation basics
 - 1. Provide link to reference manual and practice assessment
 - B. Practice assessment review
 - 1. Discuss answers and reasoning from practice assessment
 - 2. Ascertain understanding before moving on

3. Send Reddit moderator invite with appropriate permissions
- V. Independent Moderation
 - A. Periodically review actions taken by trainee
 - B. Discuss issues that arise and reinforce training

Invitation

At the end of the review period of moderator applications, send the accepted applicants a modmail and include the following in the message:

- 1) A link to the public Discord server and direct them to directly message someone for an invite to the moderator Discord server. Ask them to respond to the modmail with their Discord username to verify their identity.
- 2) A link to the [moderator tools guide](#) and advise them to review and set up ahead of time if possible. They can ask for technical assistance in the Discord if needed.

Introduction

When they first join the Discord server, grant them the appropriate server role for a moderator on probation status and ping them in the #new-moderator channel for their attention and review the following...

- 1) Welcome them to the moderator team!
 - a) Ask for preferred name and pronouns
 - b) Confirm their timezone, general location, etc.
 - c) Establish their general availability
 - d) Ask if there's anything they'd like us to know
 - e) Ask about any prior moderation experience
- 2) Give a brief overview of the important channels in Discord
 - a) This information will be also included in the moderator manual
- 3) Outline the onboarding process and expectations
 - a) Probation status for two months, this is the time to learn how the subreddit functions and ask questions
 - b) If they can meet quota consistently, they will be elevated to full moderator status

- c) This is *not* a full-time position, it is absolutely voluntary and they should maintain balance with their other responsibilities. If they need to step back, they should do so and will be supported.
- 4) Did they have any issues or questions from the moderator tools guide?
 - a) Verify they have everything set up correctly, this will be confirmed during practice exercise
- 5) Determine availability for on-hands practice exercise and schedule if needed, otherwise move onto next step

On-Hands Practice Exercise

- 1) Invite to the training subreddit with appropriate permissions
- 2) Review the most common infractions as follows...
 - a) Rule 4 (No duplicate posts)
 - b) Rule 7.1 (Avoid questions asking for help/specific answer)
 - c) Rule 1 (Humor, entertainment, tips & tricks)
 - d) Rule 3.1 (No off-topic content/comments)
 - e) Rule 6.1 (Link to OG source)
 - f) Rule 3.2 (No low-effort)
 - g) Rule 6.2 (Submission title formatting)
 - h) Rule 7.8 (No petitions)
 - i) Rule 7.11 (No rants, anecdotal or personal stories)
- 3) [Rule 8](#) (Self-promotion) is the most common infraction but it's handled differently.
 - a) Look at userbox, spam count, etc.
- 4) Note that this is not everything they will encounter, just the most common issues. Some posts may have multiple infractions, what to do with those.
- 5) Demonstrate the following, make sure to note that this is covered in the Moderator Manual as well.
 - a) How to look through the modqueue
 - b) How to remove a post
 - i) Remove button
 - ii) Flair removal reason
 - iii) Add usernote if needed
 - c) How to remove a comment
 - i) Remove button
 - ii) Add usernote if needed

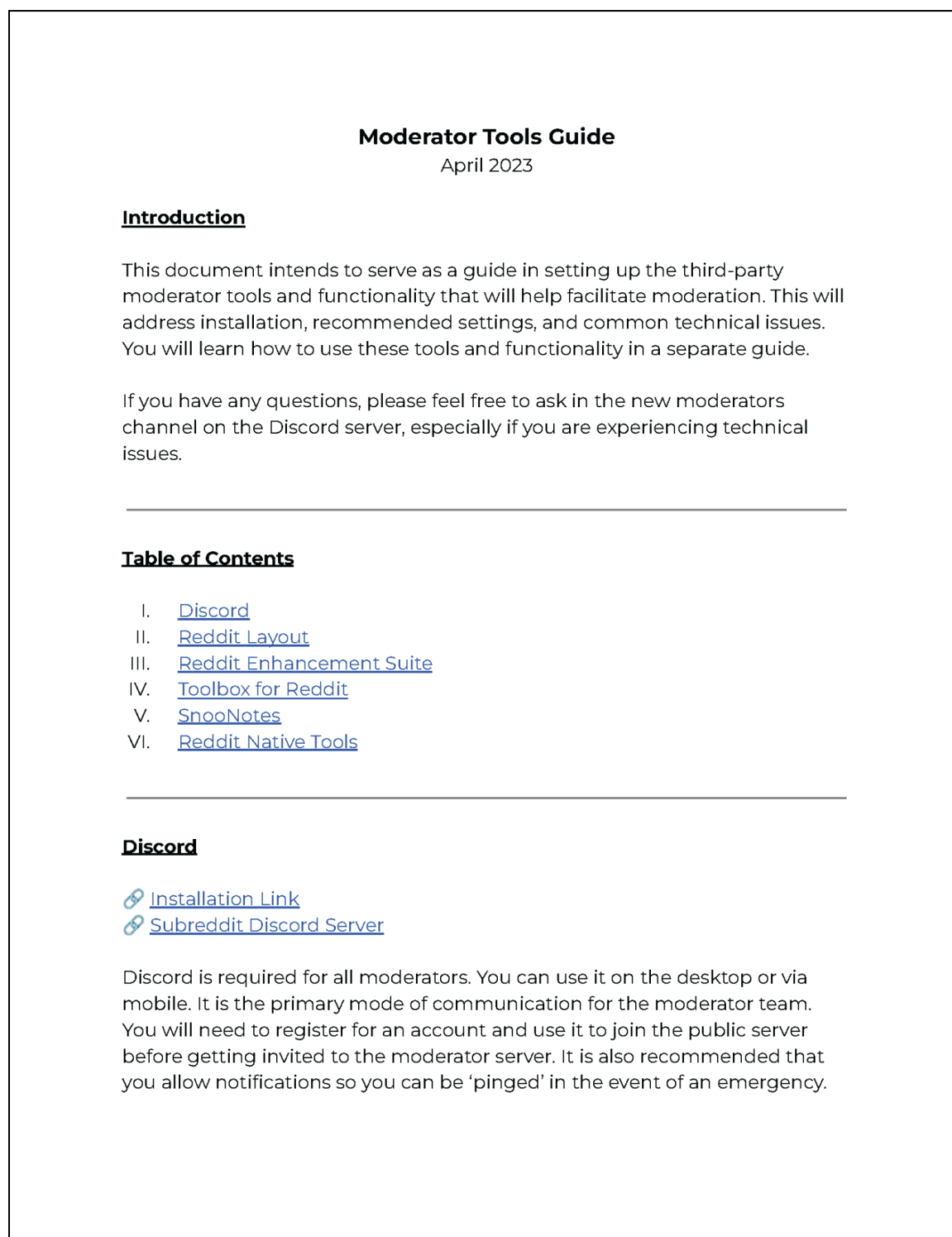
- iii) Comment reply if needed
- d) How to ban a user

Self-Directed Practice

- 1) Self-directed training in moderation basics
 - a) Provide link to moderator manual and practice assessment
- 2) Practice assessment review
 - a) Discuss answers and reasoning from practice assessment
 - b) Ascertain understanding before moving on
 - c) Send subreddit moderator invite with appropriate permissions

Independent Moderation

- 1) Periodically review actions taken by trainee
- 2) Discuss issues that arise and reinforce training

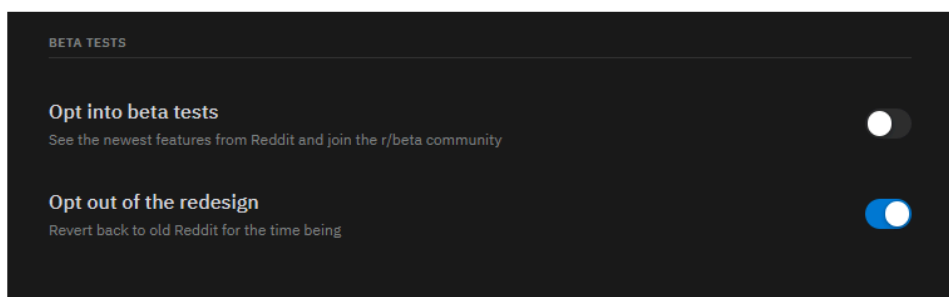
Figure 2B*Moderator Tools Guide*

Reddit Layout

Two versions of the Reddit layout currently exist: the 'old' (classic) layout and the 'new' (redesign) layout. Those on the moderator team tend to prefer one or the other. While it is possible to moderate on the modern layout of the Reddit website, much of the workflow involved tends to utilize the old layout more heavily.

It is strongly recommended you do so as well, although it is not a hard requirement. This document was produced with the expectation that you are using the old layout although some things will apply no matter what layout you use.

To default to the old layout if you are currently using the new layout, click on your username in the upper right, then select 'User Settings'. You should be on the 'Account' tab at this point. Just scroll down until you see the 'Beta Tests' section. You can toggle the 'Opt out of the redesign' option to default the old layout. You can also just use this [link here](#).



Recommendations

You may have users directly message you to discuss moderation issues. You usually should redirect them to reach out via modmail, so everyone on the moderator team can see the conversation. However, if you wish to avoid getting messages at all, you can turn off your private messages [here](#). This is also recommended to avoid getting harassment and abusive messages but you can report those to administrators as needed.

Chat & Messaging

Who can send you chat requests

EVERYONE ▾

Who can send you private messages

Heads up—Reddit admins and moderators of communities you've joined can message you even if they're not approved.

EVERYONE ▾

Mark all as read

Mark all conversations and invites as read.

Mark as Read

Reddit Enhancement Suite

 [Installation Link](#)

Reddit Enhancement Suite (RES) is one of the most popular Reddit add-ons, given that many regular users can make full use of it as well. RES gives you access to a variety of options like showing only new comments on a post since the last time you've seen it, inline image viewing, the 'spam' button, and Never Ending Reddit which lets you scroll infinitely without having to load new pages. This add-on is primarily for the old Reddit layout. However, as of 2022, it is in maintenance mode and is not being actively developed although it is still functioning.

Recommendations

Toolbox for Reddit

 [Installation Link](#)

Toolbox is one of the most important tools for moderating on Reddit, with a variety of features to make moderation easier such as macros, formatted ban messages, the comment nuke function, and more. This add-on was designed with the old Reddit layout in mind although it can be used in the new layout.

Recommended Settings

 [Quick Start Guide](#)

 [Documentation](#)

The quick start guide linked above is a great primer on how to use Toolbox and what settings to toggle on, since the initial options provided may seem overwhelming. For more information, refer to the documentation linked.

Before moving on, you will need to toggle on the *Comment Chain Nuke Button* functionality. Open up the Toolbox settings, look for 'Toggle Modules', then select 'Enable Comment Nuke'.

This will allow you to automatically remove all the child comments on a particular comment tree. This is affectionately referred to as 'murdering the children' in the comments by the moderator team. You can find more information regarding the use of this functionality in the Moderator Manual.

Another setting you may wish to modify is the visibility of the unmoderated queue. The team never works in the unmoderated queue and it may help to disable the queue from showing. Open the 'Notifier' tab then set the field to 'mod-games' with -subredditname' tacked onto the end.

Common Issues

It is recommended to back up your toolbox settings to ensure your settings do not get lost. You can do so in the 'Core Settings' tab.

To fix any errors that may appear, make sure your settings are backed up first just in case, then clear the cache on the 'Core Settings' tab.

SnooNotes

 [Installation Link](#)

SnooNotes is a replacement for Toolbox's note functionality, due to space constraints associated with it. SnooNotes works in conjunction with Toolbox to help keep track of user infractions, self-promotion history, etc. As before, this add-on was designed with the old layout in mind.

Once installed, you need to activate the add-on for the subreddit. First, 'Log in with SnooNotes' on the same website you used to install the add-on. Next, look for the new addition that says SN Options by your username on Reddit.

Recommended Settings

[ADD]

Common Issues

[ADD]

Reddit Native Tools

 [Documentation](#)

A recent development, Reddit has begun launching a more robust set of moderator tools embedded within Reddit. These were developed with the new layout in mind although some functionality does carry over between the old layout and the new layout. You can learn more using the link or reviewing the Moderator Manual.