



**Online moderating**

**June & July 2023**



Welcome to our discussion about  
effective online moderating

Please feel free to use the chat box and pop your hand up if you'd like to speak

# Objectives

**By the end of this discussion, along with your self-directed learning, you will:**

Understand the responsibilities and authority that forum moderators have.

Be developing confidence in moderating a variety of posts and threads.

Understand the principles of effective forum moderating

Have an authoritative understanding of both the OU and Association's forums.

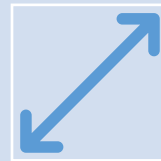
Know who to reach out for support as a forum moderator and as an Association volunteer.



# Our values



This means we will stay true to our vision, and are honest and respectful in all our interactions.

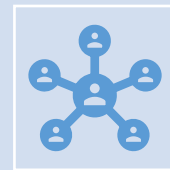


We will hold ourselves and each other to account, while assuming the best intentions.

## Equality & Inclusion



We are self-aware and are always seeking to understand our differences.

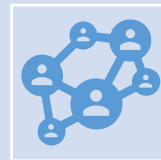


We take time to learn, building and nurturing personal connections.

# Openness



We work together to proactively share information and celebrate each other's successes.



We make it easy to engage with one another, especially regarding new voices.

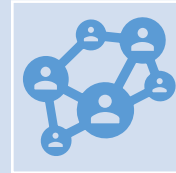


## Collaboration

We seek contributions from others, recognising the impact collaboration can have and valuing their input.

We are open minded, empower new voices and practise active listening.

## Kindness & Compassion



We take time to consider others, and model kindness through all our interactions.



This includes being kind to ourselves by being mindful of our wellbeing and encouraging others to do the same for themselves.



# Building trust...



... in me as an online moderator.

... in us.

... in the process.

## The 3 pillars...

Ability x Benevolence x Integrity

=

Trust

## R.I.G.H.T.



R – what do the **rules** say?

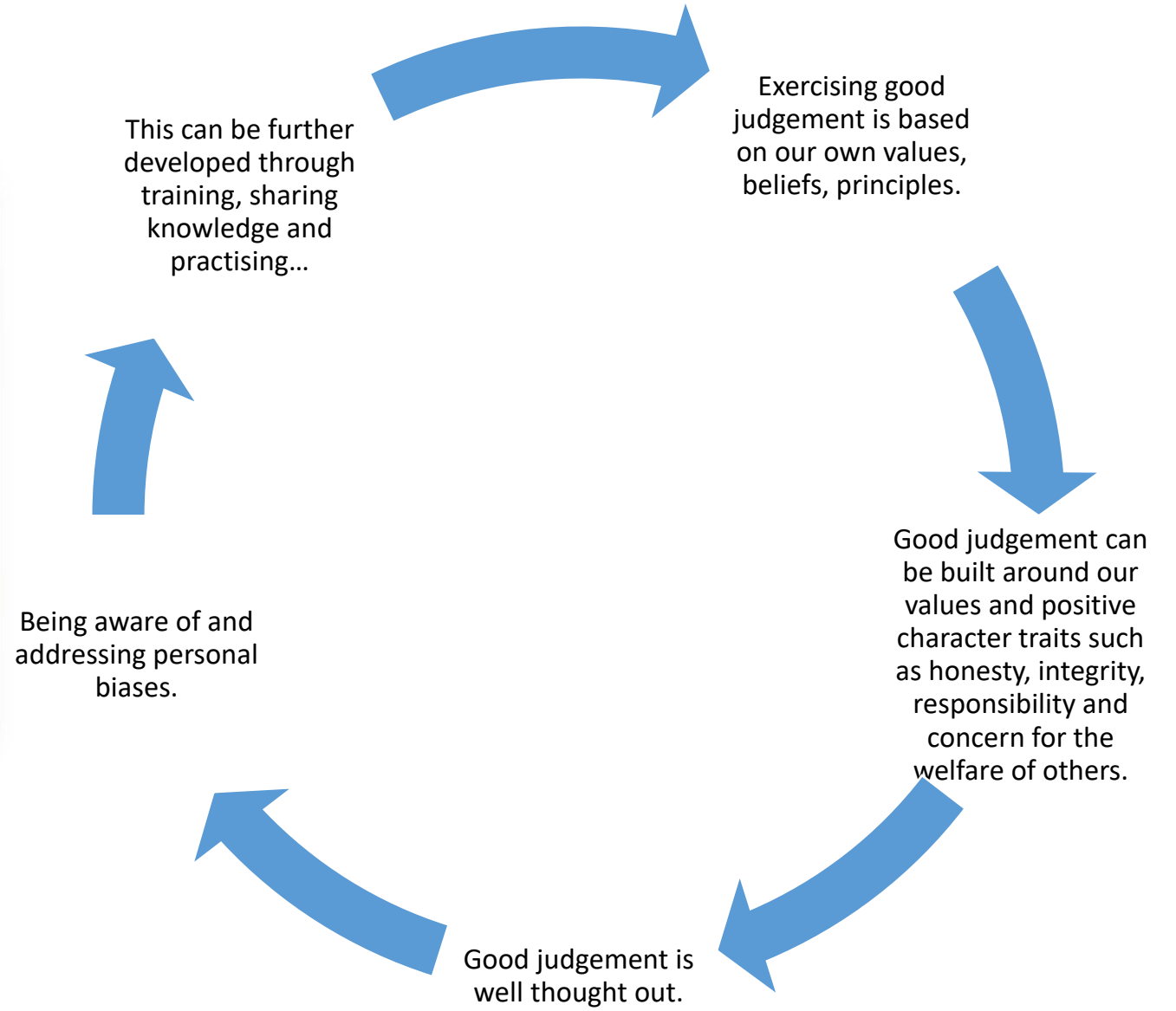
I - How do I act with **integrity** – that is how do I integrate my values into my actions?

G – to whom would the possible course of action do the most **good**?

H – to whom would the possible course of action do the most **harm**?

T – am I being **truthful**?

# How do I make the right decision regarding a post?



# Scenario one:

Interested in meeting up?

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Harrison Ford  
4 May 2023 15.50

Hi everyone!

Does anyone fancy having a get together for a chat and coffee, if you would like to meet up with me you can contact me on 07589 8787878 or Trevor on 05789 353535. I am from London!

See you soon  
Harrison

**You are the online moderator for the forum, what would you do?**

## Scenario two:

Mind your own business!

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Anony Mouse

4 May 2023 15.50

Why do you keep sticking your nose into my business, I am entitled to free speech and just because you are a moderator you think you can do anything you want. You do not own the forum so butt out! Just butt out!!!!!!!!!!



**You are the online moderator for the forum, what would you do?**

## Scenario three:

Desperately need help..

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Jay Bird

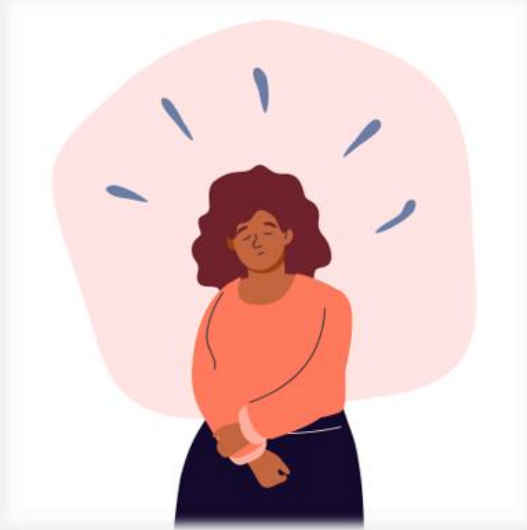
7 June 2023 20.34

Can anyone help me? I'm all alone tonight and feeling really desperate about things. My studies are way behind. There are rumours that I could be made redundant so that means more money worries, the kids are playing up and the oldest has stayed out late and we had a fight when we got in. I'm wondering if anything will ever change. I don't know if I can face getting up tomorrow – or ever again for that matter.



You are the online moderator for the forum, what would you do?

# Individual Representation Service



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<https://www.oustudents.com/support-and-advice/student-advice/>

# Run through for moderating a post



- Edit.
- End or close the thread.
- Lock.
- Delete.
- Point of contact.
- Sticky discussions.
- Move discussions.
- Split the thread if it's too long.
- Contact your moderator posts.



- Who is OUSA-Controller?
- What does OUSA-Controller do?
- How we communicate.
- Contact your moderator spaces.
- Your dedicated Slack channel.
- Escalating issues and complaints.



# Heading





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