Moderator Guide for the SuSanA Discussion Forum

forum.susana.org

Content

Audience for this presentation

- People who are going to work as SuSanA Discussion Forum moderators (= "You" in this presentation)

Scope of this presentation

- To teach you everything you can do as a forum moderator. You will learn how to:
  - ☐ Work "behind the scenes" of the Forum. This includes moving/editing posts and threads (using the software Kunena), spam control, sending mails users, etc.
  - ☐ Make your own posts (about moderation issues but also about content) on the Forum

Not part of this presentation:
- Information about the history, purpose, structure etc. of the discussion forum is in a separate presentation here
- Information about the website code and programming is not part of this presentation. Such changes cannot be made by the forum moderators. You could however suggest them to the IT support team at Dotwerkstatt (talk to the secretariat about that)

Part 1: Forum moderation overview

Reminder: Why do we need Forum moderators? *

- Ensure the Forum meets its goals
- Ensure integrity and quality
- Encourage activity on the Forum
- Ensure positive experiences for all users
  - ☐ Ensure users adhere to the Forum rules
- Prevent take over from spammers
- Ensure ongoing improvements to IT infrastructure
- Raise profile of the Forum in the sector
- Interlink with other activities of SuSanA

* This slide is from presentation "Everything there is to know about the Discussion Forum", see here. More information about the theory of moderators is provided there.

Your job as a moderator is to...

- ensure the users enjoy their experience on the forum
- aim for lots of high quality posts from a diverse range of people from all over the world
- help provide a friendly, fun and supportive online space
- make the forum into a "buzzing" space that everyone in the WASH sector knows about and loves

Reminder: Purpose of SuSanA Discussion Forum:

"The Forum enables us to freely share knowledge and ideas about sustainable sanitation within the network and beyond."

Understanding the terms that we use on the Forum

Category

Sub-category

Sub-sub-category

Thread (= topic)

Post

8

Notice also the breadcrumb line…

Recent topics · **Health & hygiene, schools** · **Sanitation systems** · **Attitudes & behaviours** · **Markets, finance & governance** · **Resource recovery** · **Announcements & miscellaneous** · **Working groups & regional chapters**

Post a new topic

search …

Sub-sub-category

Sanitation systems ❯ Toilets with urine diversion ❯ UDDTs (urine-diverting dry toilets)

Category Sub-category

UDDTs (urine-diverting dry toilets)

Category	Last post
UDDTs at schools (urine-diverting dry toilets) (14 topics)	Re: UDDT's in Zambia - for school … by **muench** 16 Dec 2018 04:45
UDDT designs for anal cleansing with water (8 topics)	Re: Information request on anal cl …

Some basic facts about categories, sub-categories and sub-sub-categories

- The Forum has 7 thematic categories (these are unlikely to change in the near future, but have changed slightly in the past). This is like chapters in a book.
- Each thematic category has several sub-categories. These are like sections with a book chapter.
- The next level down is called sub-sub-category and so forth
- An overview of the category and sub-category titles is provided in another presentation [here](#)
- Sub-category titles are relatively fluid and are changed & re-arranged from time to time (currently only done by the secretariat not the moderators because backend Joomla access is needed)

Some basic facts about posts and threads

A thread:
- consists of one or several posts
- is also called a "topic"
- can go over several pages
- can have posts in chronological order or reverse chronological order (the user can select this); therefore, be careful with saying things like "Scroll up in the thread" as the user may use a different order than you and would have to scroll down instead of up.
- has a title (the first post of a thread initially equals the thread title but this can be changed later - either by the moderator or by the person who started the thread)
- may become more popular once a few posts (replies) have been posted (an initial reply often attracts more replies) - part of your job as a moderator is to get more replies into a thread (unless it was just a plain announcement post)
- is located in a sub-category, or sub-sub-category, or sub-sub-sub category

Some basic facts about logins (1 of 2)

- The secretariat will upgrade your SuSanA login to be a moderator (this may apply to just a particular category or the entire Forum; I recommend making it for the entire Forum)
- When you log in as a moderator you can see additional commands below other people's posts (like edit, moderate, delete); normal users can only edit or delete their own posts
- Some few tasks require you to have a login to the **Forum backend** in Joomla (link) (you can only login there if you have a contract with GIZ):
  - ☐ Making changes to the category structure and names
  - ☐ Making a thread into a super sticky thread
  - ☐ Editing special forum pages like the rules, key documents and abbreviations pages

Some basic facts about logins (2 of 2)

- If you are a moderator but cannot see the category "incoming mails folder" here then this means your moderator rights have not been set up correctly
- The secretariat can also ensure that mails that go to posting@forum.susana.org and to forum@susana.org also go to your e-mail address
- Alternatively, e-mails that are sent to forum@susana.org can be checked online here:
  - https://communicator.strato.com/
  - Login: sustainablesanitation@gmail.com
  - Password: GizDot2014--

Who can do what on the Forum with regards to moderation?

Activity	SuSanA member who is logged in	Co-Moderator	Head moderator or secretariat
Edit or delete their own Forum posts, change own thread title, create a new thread	✔	✔	✔
Edit or delete someone else's post, move posts or threads to other locations, rename other people's thread titles, make a thread sticky, break a long thread into two, move posts that came in via e-mail, check internal contact usage	-	✔	✔
Create, rename or delete sub-categories	-	-	✔
Making a thread into a super sticky thread (on the top of the start page)	-	-	✔
Editing special forum pages like the rules, key documents and abbreviations pages	-	-	✔

Overview of activities of the Forum moderators (1 of 2)

- The moderators may carry out the following <u>admin</u> type actions on a daily basis:
  - ☐ Move posts to other categories or threads where they fit better (and moving posts that have been sent by e-mail)
  - ☐ Break long threads into two, rename thread titles
  - ☐ Delete posts (such as spam) and ban abusive users.
  - ☐ Add a moderator's comment at the end of somebody's post, marked in blue colour (e.g. adding the English translation if the post was not in English, using Google Translate)
  - ☐ Look out for any activities that break the Forum rules, including any subtle comments that might cause offense through innuendo, hidden implication or sarcasm, and then deal with those
  - ☐ Contact members about their posts or help them with any technical issues

Example e-mails here

Overview of activities of the Forum moderators (2 of 2)

- The moderators may also get involved in <u>content</u> creation by:
  - ☐ making meaningful contributions
  - ☐ writing the first reply to unanswered posts to raise attention for them
  - ☐ providing links to related previous discussion threads
  - ☐ e-mailing others to encourage new contributions

Moderation before or after a post is made?

- This Forum is moderated <u>after</u> posts are made by users.
  - ☐ Advantage: to allow for a more dynamic discussion, without any time delays
  - ☐ Disadvantage: There can be several hours (up to one day) delay in removing a post that has violated the rules; however member registrations are approved manually which adds a barrier against spammers

- Exception: Posts that are sent by e-mail to posting@forum.susana.org are moderated before moving them into the public area

Useful to know: Users can also send posts via e-mail

- Registered SuSanA users can post by sending an email to posting@forum.susana.org from their registered e-mail address

Sometimes people send it from their alternative e-mail address; then it doesn't work

- If a user has sent a post by e-mail it lands in a sub-category called "incoming mail" which is only visible for moderators
  - ☐ The moderator then moves it to the open area so that everyone can see it. Once moved, the post will appear under the Forum User's name.
  - ☐ How to move a post is explained [here](#)

Step-by-step guide [here](#)

* Icon made by [Smashicons](#) from www.flaticon.com

When is sending a post by e-mail encouraged?

1. If a user has an unstable or intermittent internet connection (the e-mail could be written while offline)
2. If the user does not feel like logging in, has forgotten their login name or password
3. If the content already exists in an e-mail chain or the user has very little time
4. If the user is uncomfortable with the Forum's editor or is worried about getting the formatting right.

Remember:
- ☐ Sending a post by e-mail can lower the barrier to posting
- ☐ You (the moderator) can write to someone: "Please forward this e-mail chain to posting@forum.susana.org and I will sort out the formatting and put it in the right place on the forum."
- ☐ There can be one hour delay between sending the e-mail and the post appearing on the forum. If you want to force it, run this script (click here)

The SuSanA secretariat also carries out Forum related tasks - you need to cooperate with them

- Releasing member applications (daily)
- Helping SuSanA members with queries about SuSanA and the Forum (checking e-mail inbox: info@susana.org)
- Brainstorm ideas for improvement
- Analysing forum statistics as part of overall reporting (sporadic)
- Promote Forum use to SuSanA Core Group and all members
  - ☐ Including featured Forum threads in SuSanA newsletter

- Make Forum posts about SuSanA related topics or others
- Facilitate and promote thematic discussions as part of Thematic Discussion Series
- Removing spam posts (whoever sees them first)
- Advertising the forum on social media, e.g. "Forum Friday" posts on Twitter and Facebook every Friday. For example: "ISO 30500 standard published - validation testing". Learn more about in in our Forum: bit.ly/2K8PAuY
  Every Friday we pick one ongoing discussion or burning question from the SuSanA Discussion Forum."

Getting started as a new moderator

Most important:
- ❏ Read this presentation
- ❏ Watch a video about the forum [here](#) (direct Youtube link [here](#))
- ❏ Read the presentation about SuSanA Discussion Forum: https://www.susana.org/en/knowledge-hub/resources-and-publications/library/details/3630

Other information to read:
- ❏ About the Forum: https://forum.susana.org/about
- ❏ Rules of the Forum: https://forum.susana.org/forum/rules
- ❏ Forum help section: https://forum.susana.org/component/kunena/132-forum-help-section
- ❏ Overview all Forum categories: https://forum.susana.org/forum/categories

Part 2: Frequent activities (daily or several times per week)

Note: this part provides an overview of tasks. The exact method to carry out the tasks is in another Part with a step-by-step instruction, see here

Overview of moderator tasks that are done frequently

Task	Slide #
Read and check each and every post (and link!) as soon as possible	link
Gently edit posts for typos and formatting	link
Check all links given in a post	link
Delete a post and contact user to initiate a conversation	link
Add comments to people's posts	link
Write your own forum post	link

Task	Slide #
Improve thread titles	link
Move posts that were sent in via e-mail	link
Move a post to an existing thread or split a thread into two	link
Move a thread into another sub-category	link
Add translation to a forum post	link

Read and check each and every post (and link!) as soon as possible

- For each post there are three basic options:
  a. "Accept as is" - no further action required - this applies to about 60% of posts
  b. "Change something about the post" - this could mean an edit, change of thread title, move the post; it may also require to contact the user - this applies to about 35% of the posts
  c. "Delete immediately" - this happens about once or twice per month, or 5% of the posts. Reasons for deletion:
     - Spam or not relevant to our Forum
     - Not in accordance with our forum rules (for example: people often post the same post in two different categories - this is not allowed)

Example e-mails here

Gently edit posts for typos and formatting

▪ Gently correct typos and formatting, for example:
   ☐ Occasionally, we might correct a typo in a post, especially when it could be embarrassing or confusing, e.g. mixing up "whole" and "hole". But we don't go as far as the moderators of HIFA who do a full copy edit of people's posts.
   ☐ Correct formatting of bullet point lists if needed (see here for details)
   ☐ Correct "8)" which gets translated to an emoticon with sunglasses on. Change to "8)" if needed.
   ☐ Add paragraph break if user wrote a very long paragraph
   ☐ Use bolding or use the "quote" formatting to make a post clearer, e.g. if the post mentions a paper it might help to make the title of the paper in bold and the abstract in the "quote" format.
   ☐ Correct a faulty duplication of hyperlinked text (this is caused by a Kunena bug, see here)

Step-by-step guide here

Check all links given in a post

- Check and correct all the links that are given in the post
  - ☐ Sometimes links are not clickable because the user left off the http:// or www - correct that
    - Example: User wrote this: "To help you access the full article, please visit: journals.sagepub.com/doi/full/10.1177/0956247818766495" **Corrected to:** "To help you access the full article, please visit: https://journals.sagepub.com/doi/full/10.1177/0956247818766495"
  - ☐ Sometimes links that used to work no longer work now - this can be due to the conversion of http to https. If you ever come across a non working link in a forum post then fix it.
  - ☐ If a user links to a Youtube video make sure the thumbnail is displayed so that there is a visual element in the post. The thumbnail is automatically displayed if the correct Youtube URL is used (use the URL above the video, e.g. this one: https://www.youtube.com/watch?v=PUW7QkCX9lo , not the one from the sharing option (e.g. this one: https://youtu.be/PUW7QkCX9lo)
  - ☐ Hint: Some cunning spammers write a post that looks OK but they provide a link that goes to an unrelated website where they try to sell you something.

Delete a post and contact user to initiate a conversation

Deleting a forum post (other than the obvious spam posts) can be necessary if:
- Content of the post is not relevant to the scope of the Forum (see also forum rules)
- Content is outside of the Forum scope but could be relevant with additional / different information
- Post is too unfriendly, discouraging for another user or sarcastic in tone
- Post is more of a one-to-one message to another user (this can be a fine balance as often such posts are still OK to continue the discussion online)
- The post is saying something obviously incorrect e.g. about another forum message

→ You need to think about this carefully. If in doubt, ask a second opinion and don't click on "permanently delete".

Add comments to people's posts

- Sometimes moderator comments are necessary; add them in blue to the start or the end of the post
- The moderators can edit anyone's post. Use that function only sparingly
- We usually mark it like this "Note added by moderator (EvM): xxx" and make it in blue.
- If your edit is important/big then you should send an e-mail to the user to inform them about your edit
- Comments that the moderator might add to a post:
  - At the start: "This post used to be in this thread (add link) but was moved to form the start of a new thread".
  - At the start: "A thread that is related to this post can be found here (add link)"
  - At the end: Add the translation copied from Google Translate if post was not in English
  - At the end: "This thread is now closed. Further discussions on this topic are available in this thread (add link)"

Write your own forum posts (1 of 2)

- Several times per week you are probably going to write a forum post yourself
- Purposes of moderators writing forum posts:
  - □ Stimulate discussion (either revitalise existing thread or start a new thread; in general, continuing existing threads is preferred; a summary of the discussion thread so far can also be useful)
  - □ Make a clarification with regards to a previous post
  - □ Provide encouragement for a person who has written in the thread so far, especially if they are new
  - □ Assist a user with finding information
  - □ Make a SuSanA-related announcement

Step-by-step guide here

Write your own forum posts (2 of 2)

- Where to find inspiration for the content of new posts:
  - Within the SuSanA system, e.g. if there are new or updated projects in the project database these should be highlighted in the forum (in new or existing threads)
  - Some of the new library entries can be used for new or existing discussion threads
  - Conferences, especially those had SuSanA involvement, e.g. the presentations from the FSM5 Conference (see example forum post here)
  - Other newsletters, e.g. HIFA, SDG Update by IISD
  - Your previous or current work experience

Improve thread titles

- The user-chosen thread titles are often not ideal: often too short or too vague
- You should change thread titles to make it more enticing to click on it and not to waste reader's time guessing what's in the thread.
- Preference is to use the user's own words which can often be taken from their post
- If there is any reason to believe that the user should know about this change, e-mail them about it

Step-by-step guide here

Move posts that were sent in via e-mail

- It's important that posts that have come in by e-mail are moved to the open area ASAP as they are otherwise not included in the next e-mail digest.

Step-by-step guide here

Move a post to an existing thread or split a thread into two

- Sometimes a user starts a new post but the topic has already been discussed in another thread.
- In that case, it can be useful to move that post (and possibly some posts that followed) to the end of the other thread.
- The user can be notified either by making another post into that thread or by e-mailing the user
  - Example: User posted a new thread in the category "definition" with the title: "Clarifying the meaning of Open Defecation". Moderator then added it to the end of an existing thread which was called "Definition of ODF – Open Defecation Free (Indian government publication)". After the move, moderator changed title of the thread to "Clarifying the meaning of Open Defecation" because that's a good thread title.
- Good to know: the old URL to the post will continue to work even if the post is moved.
- The same method is used to break a thread into two

Example
e-mail
here

Step-by-step
guide here

33

Move a thread into another sub-category

- Sometimes a thread needs to be moved into another sub-category because it fits better there
- This can happen over time, e.g. the first 5 posts are dealing more with Topic A but the next 5 posts shift the emphasis to Topic B. It might be useful to move the thread into the sub-category where Topic B would fit better (so that it can be found better in future)
- It may or may not be necessary to notify the user who made the first or the last post in that thread
- <u>Good to know</u>: the old URL to the thread will continue to work even if the thread is moved.
- <u>Good to know</u>: if a user doesn't select a sub-category then it will be placed in the very first category of the forum which is the one about health issues [here](#) (you then have to move it); some users don't know how to select a sub-category - you might have to e-mail them about that if they often post in the wrong place)

Step-by-step guide [here](#)

Add translation to a forum post

- Users are welcome to post on the forum in any language
- The moderator should add the English translation to the end of the forum title and also add the English translation to the post itself. Google Translate is sufficient for this job.
- Mark the translation clearly in blue including the fact that the translation was done by a machine (and is therefore not going to be perfect).
- If it's a long post then add a line at the top in blue saying "For English translation scroll down"
- Example of such a post in Spanish and English is here. Second example here.

Example
e-mail
here

Part 3: Infrequent activities (weekly or several times per month)

Overview of infrequent moderator activities

Task	Slide #
Highlighting conference presentations	link
Help users who did not get a reply yet	link
Check internal contact usage	link
Check for trends on the statistics pages	link

Task	Slide #
Review if threads are in the wrong categories	link
Make a thread into a super sticky (or featured) thread	link
Creating new sub-categories or sub-sub-categories	link
Update special forum pages	link

Highlighting conference presentations

- For important conferences it is worthwhile bringing some of the powerpoint presentations to the attention of the forum readers, or to seed discussions by posting about some presentations
- This is especially the case for conferences that are hosted on the SuSanA platform like FSM5.
    - ⬜ Example of such a forum post is here.
- Tip: take screenshots of important slides and include them in your forum post to add a visual element to it (however text on slide images are not searchable with Forum search tool; be sure to write any important terms or phrases into the text of your forum post.
- When I think there is a chance that the presentation's author would post themselves, I send them an e-mail and encourage them to.

Example e-mail here

Icon source: https://icons8.com/icons/set/email

Help users who did not get a reply yet (1 of 2)

- Assisting Forum users who ask where to find relevant literature or tools.
  - Assistance might be offered by posting responses to requests for information or by e-mailing members with expertise and asking them to post a response to the request.
- The idea is to give others time and space to respond but if a good post got no response within 2-3 weeks or so, the moderator should do something.

Help users who did not get a reply yet (2 of 2)

Recommended procedure:

▪ Keep track of the date when you last checked older forum posts; usually I am about one month behind.

▪ Go to recent topics, page 4, 5 or later to find the last post that you reviewed.

▪ Re-read old post and decide:

  ☐ Can I e-mail someone else and encourage them to reply in this thread?

  ☐ Can I make a meaningful contribution myself to raise attention for this thread? (be mindful of not making too many posts per day or week)

  ☐ Should I contact the original author of the thread by e-mail and encourage them to clarify the question or to reply (again). See standard e-mail for this [here](#).

  • Sometimes users don't get the e-mail notification of a reply in their thread so they are unaware that someone has already answered or perhaps asked them a question.

Check internal contact usage (1 of 2)

- About once per month you should check the usage of the internal contact function
  - As an admin you should be able to access is from the drop down menu at the top of the Forum page (the menu item is called "My profile" > Log contact usage). If you cannot see it then ask our IT support to enable this for you.
  - Example:

Log contact usage

Date	From	To
2019-10-18 22:41	Dale Andreatta (**dandreatta**)	Andrew Whitesell (**awhitesell**)
2019-10-08 09:06	LLOYD BEENSI (**lbeensi**)	Neil Pakenham-Walsh (**neilpw**)
2019-10-07 10:07	Chandana N (**Chandana**)	Temple Oraeki (**Temple**)
2019-10-04 15:00	Bogdan Popov (**BPopov**)	Vit Rous (**vitek**)
2019-09-29 16:25	Heiner Petersen (**Heiner**)	Chris Buckley (**ChrisBuckley**)
2019-09-27 13:58	Heiner Petersen (**Heiner**)	Andrew Whitesell (**awhitesell**)
2019-09-27 00:50	Keith Schekkerman (**Boyercutty**)	Joe Barnewall (**joebarnewall**)
2019-09-23 17:20	Rochelle Holm (**rochelleholm**)	Andrew Whitesell (**awhitesell**)
2019-09-15 08:02	Keith Schekkerman (**Boyercutty**)	Andrew Warren (**AndyWarren**)

41

Check internal contact usage (2 of 2)

- Check if you see any unusual activities:
  - ☐ If the same user is sending many messages to other users this could be a spammer (there is an inbuilt limit on how many internal messages can be sent within one hour)
  - ☐ If you see that no messages have been sent for about 3 weeks then it is likely that there is a problem with this function. Send a test message and check with our IT support if needed.

Check for trends on the statistics pages

- From time to time you should check the statistics pages, see [here](#)
  - ☐ Observe any trends and see if they coincide with other events
  - ☐ For example more or less monthly forum posts after a change in moderation activity level was made
  - ☐ Check if all the graphs and tables are still displayed properly (occasionally there is an IT bug and the statistics stop displaying)
  - ☐ Check that the chart with "Forum page actions and visits per month" is up to date until the previous month because it is updated manually by our IT support provider (Dotwerkstatt)
- Optional: Use Piwik to look at monthly page views for Forum and SuSanA website pages and try to understand any trends that are emerging

Review if threads are in the wrong categories

- About once every two months you should do some housekeeping with the forum threads: go through the categories and sub-categories and see if any threads ought to be moved
- This will help people in future if they are browsing the forum for information
- Sub-categories that should be checked in particular for "rogue threads" include: health issues and connections with sanitation, general announcements, new publications, miscellaneous
  - A rogue thread is a thread that would be better off in another category (in some cases, it might be a new sub-category which didn't exist earlier)

Make a thread into a super sticky (or featured) thread

- From time to time we make a thread a super sticky thread because we want to raise more awareness for it
- Example: Upcoming SuSanA meeting; Thematic Discussion Series; Upcoming SuSanA webinar
- A super sticky thread could be up for 2 or maximum 3 weeks; after that it probably loses impact

Step-by-step guide here

Creating new sub-categories or sub-sub-categories

- Creating a new sub-sub-category, e.g. the sub-category for MHM went over 6 pages; so on 12 June 2019 Elisabeth created a new sub-sub-category called "Awareness raising and reducing taboos" and moved threads on that topic into there.
- Note: we used to work a lot with sub-sub-categories but some users don't like them or they get overlooked. So only use them when there are at least 10 threads that would go in there.

Step-by-step guide here

Update special forum pages

- From time to time (about every 6 months) you should review and update the special forum pages: rules, key documents and abbreviations pages
- To edit those pages you need to have a login to the Forum backend in Joomla (talk to the secretariat)

Part 4: How-to operate Kunena (step by step guide)

Overview of step by step guides for tasks

Guide	Slide #
How to write your own forum posts	link
How to move, merge, split or rename a post or thread	link
How to edit or delete a post	link
How to make a thread sticky	link
How to lock a thread	link
How to move a post that was received via e-mail	link
How to change sub-category titles, adding new sub categories etc.	link
How to make a thread into a super sticky (or featured) thread	link

How to write your own forum posts

- Give your forum posts an interesting and motivating title.
- Use the formatting options such as highlights, bold, colour, bullet points (keep in mind that the formatting options are not all displayed in the e-mail notifications of forum posts - so don't overdo it).
- Insert pictures, links, and attachments if helpful.
- Keep the posts rather short and post more often instead of making one long post.
- There is also a list of tips for writing interesting posts here.
- Timing is very important, particularly for you as a moderator:
  - Have well-timed posts (consider delaying your post if the forum got many posts on that day already).
  - Do not dominate the forum more than necessary
  - Give people space and time to respond before writing again
- Considering distinguishing if your post is a "moderator post" or a "content post", i.e. for the former you can start the post with "In my role as moderator, …"

How to move, merge, split or rename a thread (1 of 4)

Understand the difference between working on a thread compared to working on a post!

This button at the top of the thread is used to moderate the entire THREAD, i.e. move, merge, rename, delete, make sticky, lock

This button at the bottom of a post is used to moderate only the POST, i.e. move, delete

51

How to move, merge, split or rename a thread (2 of 4)

- Above the thread, click on Moderation, Moderate topic
- Go to Move Options
- Set the target category. All categories and sub-categories are listed here, just select the right one
- Set the target topic. If you want to merge one thread with another thread then you'd pick the thread ("topic") here from the list that you want to merge into
- New subject: here you can add a new thread title (i.e. renaming the thread)
- Leave this box unticked: "set the subject for all replies"
- Leave this box unticked: "Leave shadow topic pointing to new location."
- Click on "proceed"

✎ Action ▼   ⤮ Moderation ▼

Delete Topic

Moderate Topic

Sticky

Lock
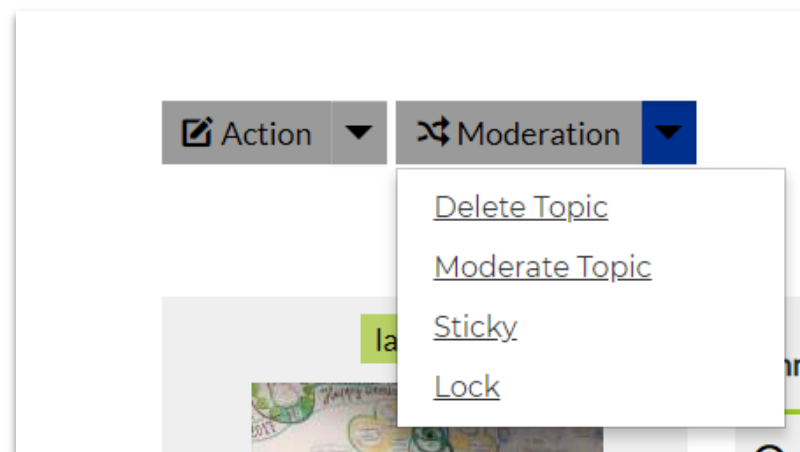
Moderate Topic

Basic Info | Move Options

Move Into

Target Category | - - Announcements regardi ▾

Target Topic | Move Topic Into Another C ▾

New Subject | Announcements: SuSa

☐ Set the subject for all replies

☐ Leave shadow topic pointing to new location

Proceed | Back

How to move, merge, split or rename a thread (3 of 4)

▪ For splitting a thread into two you need to:
  ☐ Click on "moderate" below the post that marks the place where you want to split the thread
  ☐ Click on "move options" then "move selected message and all X messages posted after it"
  ☐ Click on "proceeed"

How to move, merge, split or rename a thread (4 of 4)

▪ Good to know:
  ☐ Only the moderator can see the buttons called "Moderation" and "Moderate"
  ☐ Don't be scared as most things can be undone! A deleted post can be restored (until it is "permanently deleted").
  ☐ When moving posts, the thread's old link (URL) will redirect to the new location because the post's ID remains the same

How to edit or delete a post

- Below the post, click on Action, Edit (or click delete)
- Make changes in the forum post (the post ist displayed in HTML editing mode)
- You can untick the Subscribe box below the post ("Check this box to be notified of replies to this topic"); you don't need this box ticked as you anyway read every post of the forum.
- Click on "Submit" (or click on "Cancel" if you have changed your mind)

How to make a thread sticky

- You can make a thread sticky by selecting "sticky" under the moderation button. This means that the thread will be at the top of the <u>sub-category</u> (but not at the top of the recent topics list) - it shows up in pale green. Example: see next slide or <u>here</u>
- In comparison, a thread can also be made super sticky (i.e. stuck to the top of the <u>recent topics</u> list). This is explained <u>here</u>.
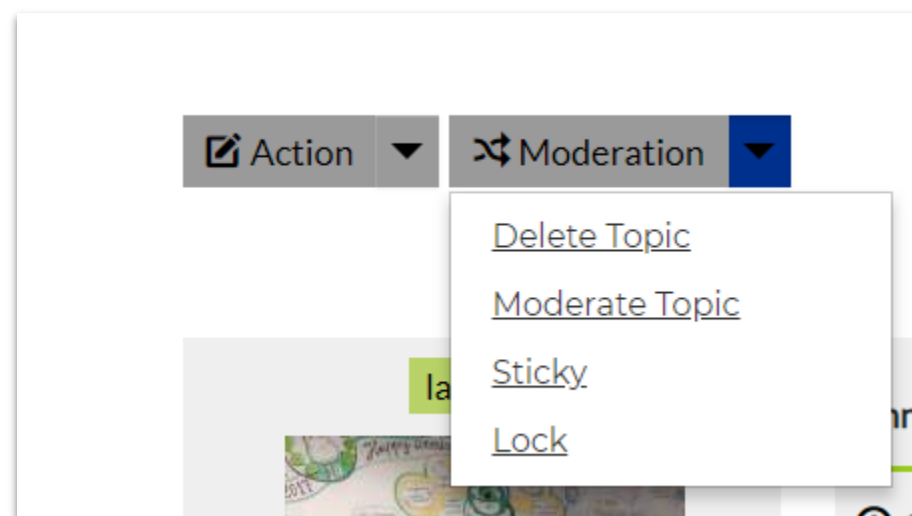
How does a sticky thread look?

This thread is "sticky" so that it is pinned to the top of this sub-category

How to lock a thread

- If you select "lock" then it means no further posts can be made in that thread.
- We use that only very sparingly.
- It can be useful to lock a thread when you have broken a long thread into two and you don't want people to continue in the old thread. In that case add a note at the end of the last post in the old thread, pointing people to the new thread. Also add a note to the very start of the new thread, pointing people to the old thread
- Example: Go to page 4 of this thread here

How to move a post that was received via e-mail

- When you are logged in as a moderator and go to the start page (recent topics), you can see the pending posts that are not released yet, i.e. those that were sent in by e-mail when members send an e-mail to posting@forum.susana.org). They can be identified by the question mark as an icon and the category: incoming posts by mail. They are not visible to normal users.
- To make them visible you should:
  - Open post
  - Edit if needed via the action button below the post, e.g. deleting an e-mail trail.
  - Reinserting any **hyperlinks** that were embedded in the email
  - Attaching **attachments** if there were attachments in the e-mail (a copy of the email goes to the secretariat address)
  - Moderate the post by moving it to the right category / thread
  - Let the person who sent the post know that their post is now visible by sending them an e-mail with the link
  - If you see garbled text in the forum post: copy the correct text from the e-mail which you have in the SuSanA inbox

How to change sub-category titles, add new sub-categories etc.

- Currently only the secretariat is able to do this because one needs to have access to the Joomla backend to do this
- Go to Joomla for Forum admin (link), then Components > Kunena Forum > Categories
- To change the ordering you first have to click on the two little triangles at the top of the ordering column. Then you can start moving them around.
- Remember to set a new sub-category to "published" to make it visible
- You can add new sub-categories, change their names, move them up and down a level etc.

Making a thread into a super sticky (or featured) thread

- Note: this can only done by the secretariat not by moderators!
- Go to Joomla for Forum admin, then Content, Featured Articles
- Click on New and the follow the example of existing ones (the ones marked with a red cross on the left are previous ones that are now unpublished)
- Or click on one and save as a copy.
- Then change the title as required - please keep this " %usethistitle% " at the end of the title. Do not delete it.
- In the field that is called "alias" you have to add the thread ID.
  - the thread ID is the number in front of the title in your url see in red:
  - http://forum.susana.org/213-world-toilet-day-world-water-day-and-other-special-days/21749-susana-members-improve-wash-content-on-wikipedia-now-to-19-nov-honorariums-of-500-to-be-awarded
- Select Published on the right side tab before closing.
- Then save and close.

Part 5: Kunena bugs or other IT bugs to be aware of

Note the editor of the Kunena forum is not yet a "What you see is what you get" (WYSIWYG) editor. Apparently, this is planned for a future version of Kunena. There is nothing we can do about it.

Overview of Kunena bugs or other IT bugs

Bug type	Slide #
Forum e-mail notifications of new posts not reaching the user	link
URL to a post not working correctly if the thread spans several pages	link
Moved threads are still visible for moderators in original location	link
Garbled text in forum post that was sent by e-mail	link
Problem with editor: bullet points and table formatting	link
Problem with editor: formatting centre and bold	link
Problem with editor: hyperlinked texts wrong	link

Forum e-mail notifications of new posts not reaching the user

- Normally a user is notified by e-mail if a new post is made in a thread that they have subscribed to, but you cannot rely on this
    - □ Sometimes the user has unsubscribed from that thread by mistake
    - □ Sometimes the user receives those notifications in their spam folder or they stop at their fire wall
    - □ Sometimes there is something odd with that user's account
- Therefore, it is useful to ask a user if you suspect they might not have seen the new post in their thread (i.e. if they don't reply in the thread for a while)

URL to a post not working correctly if the thread spans several pages

- This problem only occurs when a thread goes over several pages
- This problem occurs only with some browsers
- If you want to send someone a link to a post that was made on a second, third etc. page of a thread, be aware that for some browsers, it will not work properly.
- Instead it will take you to Page 1 of that thread.
- Therefore, also give people the date of the post, not just the URL.
- Example: here (a post made on Page 3 of a thread on 9 July 2019) - check if it jumps to the right post?

Useful to know: Occasionally users overlook that a thread goes over several pages! Be aware of that possibility. The current setup is that there are 12 posts per page (this could be changed). If you have ideas on how to make the multiple pages more obvious please suggest something.

Moved threads are still visible for moderators in original location

- If you move a thread or post to a new location, then it is often still visible in its original location in grey (it is only visible for admins and moderators though)
- This can be confusing for us moderators because then we think we haven't moved it yet.
- The thread that has been moved is shown with grey background in its original location.
- It does not always seem to be the case so I am unsure what is causing this.
- For example, see threads in the category "incoming mails" - many of which have been moved but are still visible in grey here.

Garbled text in forum post that was sent by e-mail

- Occasionally you will see a post with garbled, mixed-up text in the "incoming posts by mail" folder
- There is an easy solution around this: simply copy the text from the e-mail that you should have received in your inbox into the post
  - ☐ Moderators receive e-mails that are sent to the forum inbox (posting@forum.susana.org) also to their own inbox (if not, ask the Secretariat to set this up for you)

Problem with editor: bullet points and table formatting

- The formatting for bullet point lists in a forum post is currently not working properly
- Normally one highlights the entire list and clicks on the button for "unordered" or "ordered" list. But it only provides one bullet point instead of several.
- This can be corrected by manually inserting the HTML commands of [ol] and [/ol] in the right places (i.e. at the start and end of the text block) as well as the commands [li] and [/li] at the start and end of each bullet point. (ol stands for ordered list and li stands for list item)
- If a user made a post where the bullet point list is screwed up, you as the moderator can fix it up for him/her.
- <u>Useful to know</u>: Inserting a table into a forum post is theoretically possible but very complicated to do. Don't waste your time doing it. Rather insert an image that is a table.

Problem with editor: formatting centre and bold

- If a user wants to make text as centred and in bold, it sometimes does not work properly

This way it does not work: [b][center] Heading xxx [/center][/b]
This way it does work: [center][b] Heading xxx [/b][/center]

When it does not work it looks like this in the post:
Heading xxx

[/b]

When it works it looks like this in the post:
Heading xxx

Problem with editor: hyperlinked texts wrong

If a user wants to add a hyperlink to a post and selects the text for hyperlinking, Kunena gets it wrong and repeats the same text twice. To get it right one needs to manually do it.

Example:

- This is how it looks when it's wrong: "See the agenda [url=www.susana.org]herehere[/url]" which looks like this: See the agenda herehere
- Corrected version: "See the agenda [url=www.susana.org]here[/url]" which looks like this: See the agenda here

→ if you spot this problem in someone's post you need to correct it.

Part 6: Optional extensions to Forum moderation

(The tasks listed here are beneficial for the sector or the Discussion Forum but not crucial for the survival of the Discussion Forum)

Overview of optional extensions
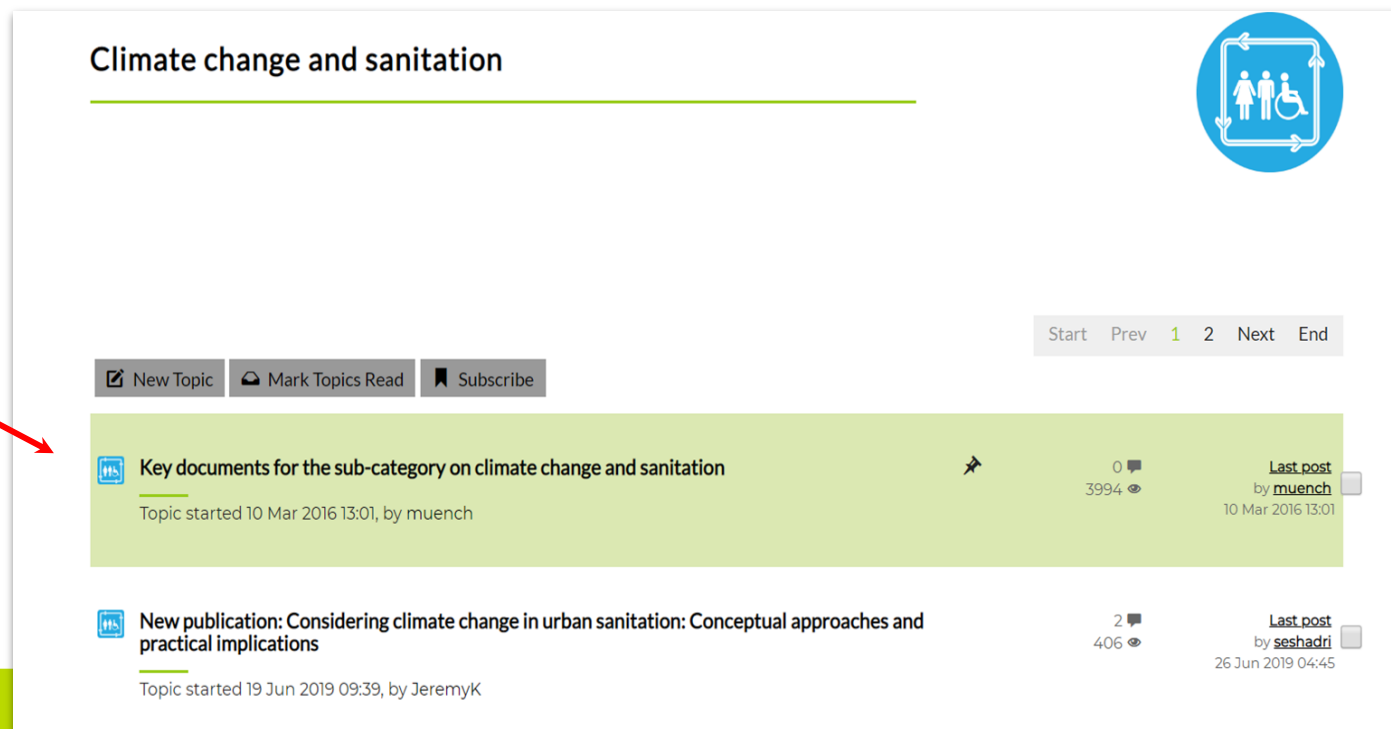
Optional extension	Slide #
Updating Wikipedia articles with information gleaned from forum posts and vice versa	link
Improving and updating the key readings for Forum sub-categories	link
Getting involved in the thematic discussion series (TDS)	link
Promotion of specific discussion threads or the Discussion Forum in general	link
Preparing summaries of discussions (as stand-alone documents or within a discussion thread)	link
Interlinking project database, library and Forum, including QA activities	link

Updating Wikipedia articles with information gleaned from forum posts and vice versa

- Forum discussions that led to improved Wikipedia articles:
  - Example 1: CBS, see here (a post on Discussion Forum in June 2019 about a publication by Worldbank about CBS)
  - Example 2: A user made a post about a newspaper article on menstrual cups in Kerala here. The moderator subsequently added this information to the Wikipedia article on menstrual cups here.
- Wikipedia discussions that led to posts on the Forum:
  - Example 3: There was a discussion on the talk page of the Wikipedia article about squat toilets here. The moderator then made a forum post about it here to gather more information on squat toilets.

Improving and updating the key readings for Forum sub-categories (1 of 2)

- Key readings have been collated for many of the Forum's sub-categories, see overview page [here](#)
  - ☐ This work was done mainly during 2014-2016 as part of the BMGF grant to SEI for SuSanA (by Elisabeth von Muench)

74

Improving and updating the key readings for Forum (2 of 2)

- It would now be useful to:
  - ☐ Investigate how useful these key readings are (check view rates of those forum threads)
  - ☐ Add key readings for sub-categories that don't have them yet
  - ☐ Update the key readings with new documents, and take out older less important documents
- An explanation about the concept of key readings is available in this post from 2014 here.
- The key readings are also used for the Working Group pages, see e.g. here (see on the left for "Top reads"); See also at the bottom for "Recommended reading" - this is meant to be updated by the WG leads but in the past the moderator drove this

Getting involved in the thematic discussion series (TDS)

- You might become involved in a thematic discussion. The format that we have used in the past was called Thematic Discussion Series (TDS), see here
- You might provide advice to the people running the TDS or you might moderate one yourself.
- This documents explains everything: A Guideline to Organise SuSanA Thematic Discussion Series. Sustainable Sanitation Alliance secretariat at GIZ, Eschborn, Germany

Promotion of specific discussion threads or the Discussion Forum in general

- Your role may or may not include promotion of the Discussion Forum via other channels.
- Participation in the discussion forum is not a given but may require targeted invitation and promotion. You can motivate other people to join the discussion. You can make use of: Newsletters, targeted Emails, Facebook, Twitter …
- Encourage colleagues and topic experts to invite their network contacts to the discussion.
- You can work together with the SuSanA Secretariat to promote the Forum via: the SuSanA Working Group Mailing lists, the SuSanA website, SuSanA Newsmail, Facebook, Twitter and targeted Emails.

Preparing summaries of discussions

- Summaries in the form of a post:
  - ☐ The purpose of such a summary post is to try and get a discussion "back on track" and to either continue the discussion or to provide closure.
  - ☐ As a moderator I have not done this often but one example is here and another one here.
- Summaries in the form of a stand-alone document:
  - ☐ The purpose is to save readers time and to reach people who don't normally read on the Discussion Forum
  - ☐ The Thematic Discussion Series all concluded their discussions with a synthesis document, see here
  - ☐ Another example is the report to summarise a discussion about squat toilets, see here (the reason for doing this up was to have a document available that we could cite on Wikipedia. One cannot cite a forum discussion but one can cite a document that summarised a forum discussion).

Interlinking project database, library and Forum, including QA activities

- The SuSanA project database & library and the Forum should go hand in hand:
  - ☐ If a project/publication is presented in a discussion post, it should also be included or updated in the SuSanA project database/library
  - ☐ When a new product/publication is added to the database/library or an existing project updated, this should be announced in the Forum and feedback invited (particularly for projects).
  - ☐ Many of the projects in the database already have a link back to a specific discussion forum thread
  - ☐ For this to work well, the moderator(s) could be involved in QA work with the project database and library (together with the secretariat)

Appendix

Documents for further reading

- SuSanA (2019) Presentation about SuSanA Discussion Forum https://www.susana.org/en/knowledge-hub/resources-and-publications/library/details/3630
- SuSanA (2019) Standard powerpoint slides about SuSanA, https://www.susana.org/en/knowledge-hub/resources-and-publications/library/details/1302
- SuSanA (2017). A Guideline to Organise SuSanA Thematic Discussion Series. Sustainable Sanitation Alliance secretariat at GIZ, Eschborn, Germany, https://www.susana.org/en/knowledge-hub/resources-and-publications/library/details/2927
- Pakenham-Walsh, N. (2007) Healthcare Information for All by 2015: a community of purpose facilitated by Reader-Focused Moderation. *Knowledge Management for Development Journal* 3(1), 93-108, http://journal.km4dev.org/index.php/km4dj/article/viewFile/96/156

Appendix 1: Standard e-mails to users

Useful to know: there is also a **video** explaining how to use the Forum which you could promote to new users! Link is here.

Overview of example e-mails

Email type	Slide #
How to register on the SuSanA Forum	link
Please introduce yourself	link
Please edit your forum profile (variation of previous example)	link
You have been blocked	link
Please reply to forum questions	link
Don't write thank you or one-liner posts	link

Email type	Slide #
Don't make the same post in two categories	link
Please sign team posts with a name	link
I have moved your post or thread	link
I have deleted your post	link
I have added a translation to your post	link
Please make a post about your presentation	link

E-mail: "How to register on the SuSanA Forum"

Registering and setting up a profile only takes a couple of minutes:

- Go to the SuSanA website and click on "Register" (or click here)
- Fill in your personal registration data and click "submit".
- Upon approval of your registration by the SuSanA secretariat) you will be able to start posting on the Forum (this might take a few hours to a day).
- To complete your forum profile, please log into the forum and then click on "My profile" at the top of the page. Select "Edit Profile Details." Under "Profile Information", you can provide a short personal text (which will appear under your picture) and your forum signature.
- Under "profile picture" please upload a picture that will appear with your posts. Click "Save" to save any changes made.
  - ☐ If you have a problem with uploading a profile picture check on the help page here.

+++++++++

Subject line: How to register on the SuSanA Forum

E-mail: "Please introduce yourself"

< only send this e-mail to users that have made several posts >

In my role as moderator of the SuSanA Discussion Forum I would like to ask you to please add a brief introduction of yourself. You could edit one of your posts (you can edit any of your posts after logging in; click on the edit button below your post). Even better would be to add a signature and personal text your forum profile which appears on the left hand side of your posts. (the signature could be the same as an e-mail signature; without the phone numbers and e-mail address if you prefer)

You can edit your profile (after logging in) here: https://forum.susana.org/forum/profile/edit/

If you need any help, just ask me or check the help section on the forum here: http://forum.susana.org/forum/categories/134-user-profile

Thanks in advance! It helps our forum and discussion style if we know who we are talking to.

+++++++++
Subject line: Your post on SuSanA Discussion Forum

E-mail: "Please edit your forum profile" (variation to previous example)

Now that you have made several posts on the discussion forum (thanks!), it would be nice if you could update your profile a bit, e.g. it would be nice if you could add a personal text and forum signature that includes your role, organization, location and website.

You can edit your profile (after logging in) here: https://forum.susana.org/forum/profile/edit/

If you need any help, just ask me or check the help section on the forum here: http://forum.susana.org/forum/categories/134-user-profile

Thanks in advance! It helps our forum and discussion style if we know who we are talking to.

+++++++++
Subject line: Your post on SuSanA Discussion Forum

E-mail: "You have been blocked"

Your first post on the SuSanA forum did not abide by the forum rules (see here: https://forum.susana.org/forum/rules).

Your post has therefore been deleted:

http://forum.susana.org/forum/categories/26-health-hygiene-and-disability-issues/2758-mutated-entero-superbugs-being-spread-in-indias-sewage-and-water-supply#2882

Furthermore, we have blocked your account as the link that you posted has nothing to do with sanitation and appears to be blatant advertising.

The link that you posted is here: http://www.kohtaoheights.co.uk/koh-tao-heights-villas/boutique-villas/

If you would like to be unblocked, please reply to this email and introduce yourself and clarify what your intention was with your first post and how it is linked to sanitation.

+++++++++
Subject line: Your post on SuSanA Discussion Forum

E-mail: "Please reply to forum questions"

You received a question on the SuSanA discussion forum a few weeks ago, please see here: https://forum.susana.org/146-webinars-and-online-meetings/22931-save-the-date-webinar-wastewater-reuse-a-second-life-for-an-essential-resource-the-example-of-greywater-wednesday-14-november-2018-5-00-6-00-pm#26492

(do you get the forum e-mail notifications about new posts in your thread?)

Can you please reply on the forum and address the questions? The added advantage will be that this will bring the thread back to the top of the pile, thereby raising more interest in your work. Thanks.

Oh and maybe you'd like to add some details to your forum profile so that we all know a little bit more about you? Thanks.

+++++++++
Subject line: < add here title of forum discussion thread >

E-mail: "Don't write thank you or one-liner posts"

Thank you for your participation on the SuSanA Discussion Forum.

Please could I make you aware of one thing: According to our Forum rules (see here: https://forum.susana.org/forum/rules) we do not allow one-liner or half-sentence posts. We suggest to refrain from making a post just containing the words "Thank you". Instead, it is better to click on the "I like this post" button below the other person's post (visible after logging in). Or, even better: If you want to thank someone for their post, explain why their post deserves thanks in one or two sentences. A third alternative is to thank someone personally by using the contact button to the left of the person's post.

For this reason, we have deleted your post.

I appreciate your understanding on this and am happy to answer any questions or feedback you may have on this.

++++++++

Subject line: Your post on SuSanA Discussion Forum

Note: we don't always delete such a post, as they can sometimes help to re-vitalise a discussion thread by bringing it back to the top, or e.g. if it is an important or well-known user.

E-mail: "Don't make the same post in two categories"

Thank you for your participation on the SuSanA Discussion Forum.

However, according to our Forum rules (see here: https://forum.susana.org/forum/rules) we do not allow making the same post in two different categories, e.g. under "New publications" and then again under "Biogas systems" for a publication on biogas systems. Choose only one category.

For this reason, we have deleted your second post. However, if you want to generate more attention for your post, I encourage you to write another post in the same thread after a couple of days (if appropriate) - although we careful not to resort to thread bumping too much (our Rule number 6).

I appreciate your understanding on this and am happy to answer any questions or feedback you may have on this.

+++++++++

Subject line: Your posts on SuSanA Discussion Forum in two categories

Note: Occasionally we allow this (or we don't notice it), especially if there is a time lag between the first or second post, or if the second post is a bit different to the first one.

E-mail: "Please sign team posts with a name"

Could you please sign each post with the name of the person making the post? This makes it less anonymous and also helps people to known whom they would be addressing their answer to. Thanks a lot. It might be even better to have the photo of the person or team rather than the project's logo in the profile picture.

++++++++++++
Subject line: Your post on SuSanA Discussion Forum

E-mail: "I have moved your post or thread"

I've recently moved three of your posts into this existing forum thread to keep them all together in one place:

https://forum.susana.org/194-cities-planning-implementation-and-management-processes/17845-scaling-city-institutions-for-india-sanitation-centre-for-policy-research-india-updates-from-sci-fi-project#26183

I think this is easier for the readers to understand that these are all outputs from the same project. If you have further outputs to share and disseminate please put them into the same thread.

Or: I have moved the thread that you had started into this new category here (XXX) because it fits better there.

+++++++

Subject line: Your post on SuSanA Discussion Forum

E-mail: "I have deleted your post"

I have deleted your forum posts because they violated several forum rules (Rules 7 & 8, see here: https://forum.susana.org/forum/rules)

I have also temporarily blocked you from making any further posts. I can unblock you if you promise to stick by the rules in future. Thanks for your understanding.

This is what you had written:

++++++++
XXX <copy here the text from their forum post; this is useful for the secretariat (in cc.) to see why the post was deleted>
+++++++++

++++++++++
Subject line: Deleted your forum posts

E-mail: "I have added a translation to your post"

Welcome to the SuSanA Discussion Forum! It's great to see your posts. It's perfectly fine that they are in Spanish. However, I think we need to help along the non-Spanish speakers to know what it's about (even if they are not from Latin America they might be curious what's going on). For this reason, we (the moderators) always add also the English title to the thread, and we also add the Google Translation to forum posts. I have done that now, see here:

https://forum.susana.org/susana-latinoamerica/23321-puntos-focales-de-susana-latinoamerica-in-spanish-focal-points-of-susana-chapter-for-latin-america#27671

If there are many more posts in the same thread one could debate whether the translation is necessary for each post. On the other hand it is so fast to do and Google Translate is quite good so it doesn't take up much time.

I have noticed that your profile text is in Spanish. That's perfectly fine. I am just wondering: if you ever in future make a post in English would it perhaps be better if your profile text is in Spanish and English? Just wondering. We encourage people to post in their own languages; it's not so common yet so we are still learning how it's done best.

++++++++++
Subject line: < Thread title that the user used >

E-mail: "Please make a post about your presentation"

I'm currently looking over the FSM5 presentations that are online and am checking which of them should be highlighted in the SuSanA discussion forum. I came across this one by you:
https://fsm5.susana.org/images/FSM_Conference_Materials/Tuesday/Morning/Applied_Research/Laramee_FSM5_LCC-India.reduced.pdf

I think this is highly relevant and should be posted on the SuSanA discussion forum in this category:
https://forum.susana.org/164-financing-taxes-tariffs-transfers

Would you like to do so? That would be great.

+++++++++
Subject line: < Title of their presentation >

Appendix 2 - Performance indicators

For comparison see data from 2015 in this report: "Statistics report to monitor SuSanA Discussion Forum and library up to 30 April 2015" here. We have not done such a detailed analysis since then (we had to stop using Google Analytics; Piwik and eTracker provide similar data but we have not analysed it to the same degree yet).

Parameters that could be monitored to assess forum performance or moderators' performance (1 of 2)

From M&E document:

- Number of visits to Forum during a reporting period (Loyalty)
- Number of referrals to Forum discussions from a social media or other source (e.g. Facebook, twitter, or SuSanA email news mail)
- Thematic Discussion Series (TDS):
  - Number of SuSanA members participating in each TDS, number of replies per TDS, number of views per TDS, number of TDS facilitated per year

From statistics page here:

- Forum page actions and visits per month
- Forum posts per month
- SuSanA member registrations per month
- Number of SuSanA members in countries that were underrepresented in the past

Parameters that could be monitored to assess forum performance or moderators' performance (2 of 2)

- Quality of Forum posts (difficult to measure)
- Number of Posts/thread views per month or year (see here for list of Top-20 most active topics)
- Maintenance of the Forum (this is scored if there are no spammers, everything has understandable titles, posts are in right category…)
- First time posters
- Questionnaire about usefulness of Forum

Possibly with e-tracker:
- Total click rates
- How long do people remain on the Forum page, how many clicks (from which countries)
- How is the Forum accessed (referrals via Google, direct, digest, SuSanA, others)

Stats for "Forum Friday" tweets on Twitter

	Twitter		Facebook	
	Reach	Clicks	Reach	Clicks
5 July 2019	970	8	749	18
12 July 2019	1271	12	1000	29
19 July 2019	603	4	488	7
26 July 2019	312	2	689	22

Data from 30 July 2019
Reach = The number of people who saw your ads at least once.
Click = Any type of interaction like retweet, like, share

Appendix 3 - Test your moderator knowledge and skills

Look at the "recent topics" page and then:

- Pick out three threads that have unsatisfactory thread titles (and explain what is bad about the titles)

- Pick out three threads with excellent thread titles (and explain what you like about the titles)

- Find two threads that might not be in the right sub-category (and suggest which sub-category they should be in instead)

Look at the "recent topics" page and then:

- Identify a thread that was started a month or longer ago and has not had a reply yet (you may need to go to the second, third etc. page of the recent topics list)

- Find a thread that has gone over 3 pages and explain the possible reasons why the thread attracted so many replies

Practise your navigation skills:

- Navigate to the "Incoming posts by mail" category that only admins can see. (hint: use the top menu bar for "Search and navigation", then "Categories")

- Navigate to the help menu and find help on how to edit one's user profile (hint: top right)

- Find information about forum statistics (hint: top menu bar: "Basics")

- Edit your own profile (hint: top menu bar)

Practise your basic moderator skills on existing old posts and threads: (1 of 2)

- Find the practice threads in the category "**Incoming posts by mail**" which is called "*Moderator practice thread*" and "Another thread for practising for moderators" *
  - Make some edits to the post, using basic formatting options like bold, colour, underlined...
  - Add a new numbered list to the post
  - Add a new embedded hyperlink into the post (for example a hyperlink behind the word "FSM5 Conference")

* NB: Don't use the other grey threads in the same category as they have (almost) all been moved already and are now actually in the open area.

Practise your basic moderator skills on existing old posts and threads: (2 of 2)

- Using the same practice threads:
  - ☐ Rename the thread title (hint: use the "moderate" button)
  - ☐ Split the thread into two after the second post (hint: search this presentation for "split" to find the slide that explains this)
  - ☐ Move another post into this thread (you can take a post from the second practice thread)
  - ☐ Move a post into another sub-category (but move it back again afterwards please). NB: Because the post has an old(er) date it won't show up in the recent topics list even if you move it to the open area.

Last updated by Elisabeth von Muench, consultant to GIZ
Reviewed by Franziska Volk, SuSanA Secretariat, GIZ
Date: 22 October 2019