

How do we keep devs safe online?

Community Safety at Scale

DENAE FORD ROBINSON

It Never Work In Theory: Live!

April 2022



@denaefordrobin

<https://denaeford.me>



Jeff Atwood ✓

@codinghorror



“being online did not make most people more aggressive or hostile; rather, it allowed a small number of aggressive people to attack a much larger set of victims”



theatlantic.com

Why the Past 10 Years of American Life Have Been Uniquely St...

It's not just a phase.

Latest

The Atlantic

First, the dart guns of social media give more power to trolls and provocateurs while silencing good citizens. Research by the political scientists Alexander Bor and Michael Bang Petersen found that a small subset of people on social-media platforms are highly concerned with gaining status and are willing to use aggression to do so. They admit that in their online discussions they often curse, make fun of their opponents, and get blocked by other users or reported for inappropriate comments. Across eight studies, Bor and Petersen found that being online did not make most people more aggressive or hostile; rather, it allowed a small number of aggressive people to attack a much larger set of victims. Even a small number of jerks were able to dominate discussion forums, Bor and Petersen found, because nonjerks are easily turned off from online discussions of politics. Additional research finds that women and Black people are harassed disproportionately, so the digital public square is less welcoming to their voices.



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Latest

The Atlantic

4 in 10 American have experienced harassment online



theatlantic.com

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(Duggan, 2017)

(Blackwell, 2017)



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Little Window



Hello 🙌, I am Little Window - a chat bot to help you get the information you need.



Type here...

Submit



Refuge Restrooms

Submit a New Restroom About Contact Resources

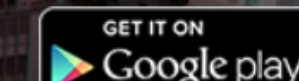
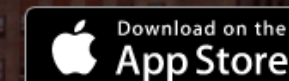
Sometimes life is tough...

Find Refuge

1 Embarcadero Center, San Francisco, CA



Add A Restroom



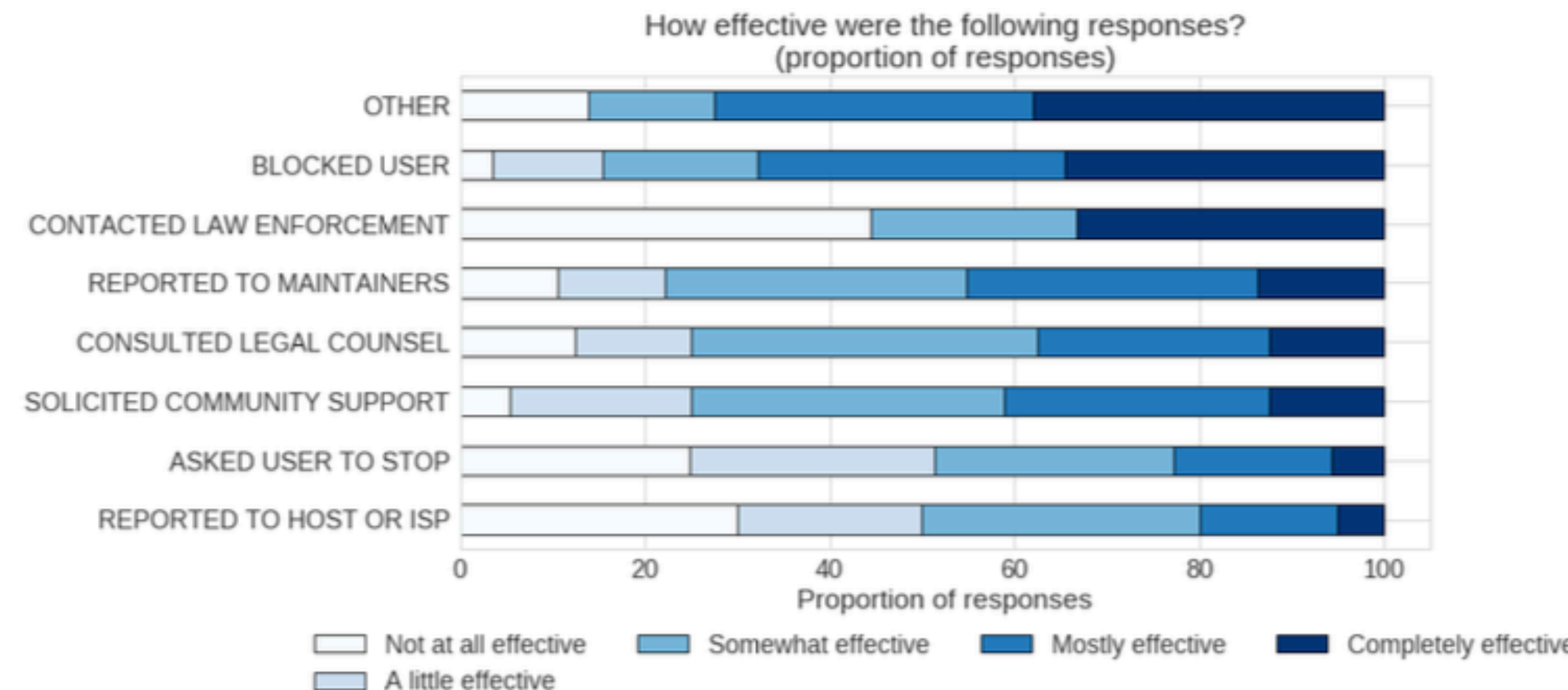
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Safety Matters + This is Why

- Psychological Safety → Quality of Work → Quality of Product
- How do we protect contributors from inappropriate behavior?
- How do we keep people safe and feeling protected?

62%

(Global Wellness Survey, 2016)



(Geiger, 2017)

Empirical Research on Safety



SQUADBOX

Fight back against harass

Try it out!

HEARTMOB by RIGHT TO BE

HeartMob is a community dedicated to helping those experiencing online harassment

How it works

- Amy Zhang et al.'s work on promoting safety through Squadbox (squadbox.org)
- iHeartMob.org - a community dedicated to offering support to people experiencing online harassment
- What does this look like for developers as they engage in communities?

What has already been successful

- Temporary interaction limits
- Reporting mechanisms for maintainers
- Advanced blocking features
- Reporting features

Temporary interaction limits

Temporarily restrict which users can interact with your repository (comment, open issues, or create pull requests) for a 24-hour period. This may be used to force a "cool-down" period during heated discussions.

Limit to existing users
Users that have recently created their account will be unable to interact with the repository.

Limit to prior contributors
Users that have not previously [committed](#) to the repository's master branch will be unable to interact with the repository.

Limit to repository maintainers
🕒 Enabled with all
Users that have not previously [committed](#) to the repository's master branch will be unable to interact with the repository.

Report content

This content violates @octo-org's Code of Conduct and should be submitted to the maintainers of this repository for review.

Contact GitHub Support about this user's spammy or abusive behavior.

Choose a reason for reporting this content

Choose a reason ⌵

Learn more about [requesting that maintainers moderate content](#).

Learn more about [reporting abuse to GitHub Support](#).

[Report to repository admins](#)

[Report abuse to GitHub Support](#)

Code of Conduct Research

- Coraline Ada Ehmke's Contributor Covenant: <https://www.contributor-covenant.org/>
- Research on 52K repos->3800 code of conduct conversations. After removing noise + machine commits...
 - 32% of were centered around the creation
 - 16% of on moderating behavior

(Li et al., 2021)



The screenshot shows the Python Software Foundation website. The top navigation bar includes links for About, Sponsorship, Membership, Donations, Volunteer, Grants, Vendor Info, Legal, and Me. A search bar and a 'Donate' button are also present. The main content area features a yellow 'Contribute today' button and a purple banner for the 'Contributor Covenant' with a crescent moon logo. Below the banner, there is a navigation bar with links for Home, Adopters, Latest Version, Translations, and FAQ. The main text on the page is titled 'Code of Conduct' and describes the Python community's values and norms.

Code of Conduct

The Python community is made up of member our community experiences great successes ar interactions and keep Python a positive, succe

Our Community

Members of the Python community are **open, consic**

- **Being open.** Members of the community are ope
- **Focusing on what is best for the community.** W
- **Acknowledging time and effort.** We're respectf mind that often times the labor was completed s
- **Being respectful of differing viewpoints and e** to the whole of our efforts.
- **Showing empathy towards other community r**
- **Being considerate.** Members of the community ;
- **Being respectful.** We're respectful of others, the
- **Gracefully accepting constructive criticism.** Wl
- **Using welcoming and inclusive language.** We'r

A Code of Conduct for Open Source Communities

Participating in open source is often a highly collaborative experience. We're encouraged to create in public view, and we're incentivized to welcome contributions of all kinds from people around the world. This makes the practice of open source as much social as it is technical.

Some open source projects attract enough contributors that a community forms. A healthy open source community centers the shared values and norms of its members. While not all of these values are the exactly the same from community to community, there is a set of *core values and norms* that are essential in a just and equitable software commons.

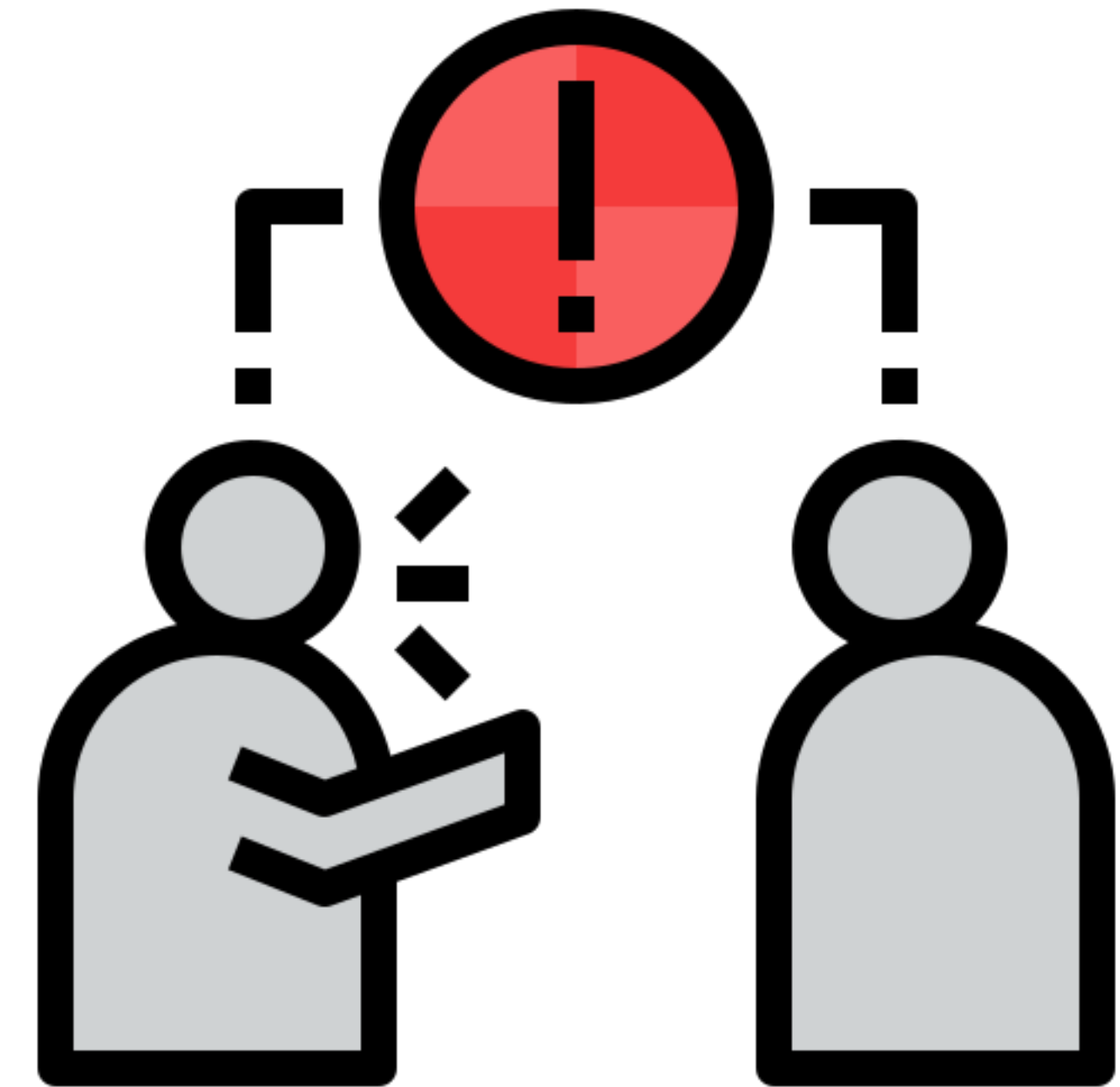
Contributor Covenant is a code of conduct that you can adapt to express both these fundamental shared values, and the special norms and values that distinguish your own community.

Opportunities to Explore

Encouraging Safe Communities Implicitly and Explicitly



Promote desired behaviors by highlighting



Sanctions to discourage undesired behaviors

We need human+automated approaches to check how a code of conduct can be enforced.

**What can you do as a
developer today?**

Community Safety 101



- If you care about it, its measured
- If it's important, there is a person accountable for it
- If there's accountability for it, progress can now be reasonably tracked

Where the action is happening

And where you can join forces

THE LINUX FOUNDATION PROJECTS

CHA^{CO}SS

About

Community

Events

Software

Metrics

DEI
Event
Badging

Participate

Psychological Safety

Question: To what extent do community members feel safe within a community, including adding contributions, influencing change, bringing their authentic selves, and generally participating in the project?

Description

A key component that is integral to the goal of community inclusion, is psychological safety. Psychological safety can be defined in several different stages, according to the [Center for Creative Leadership](#):

- Stage 1 – Inclusion Safety: Inclusion safety satisfies the basic human need to connect and belong. In this stage, you feel safe to be yourself and are accepted for who you are, including your unique attributes and defining characteristics.
- Stage 2 – Learner Safety: Learner safety satisfies the need to learn and grow. In this stage, you feel safe to exchange in the learning process, by asking questions, giving and receiving feedback, experimenting, and making mistakes.
- Stage 3 – Contributor Safety: Contributor safety satisfies the need to make a difference. You feel safe to use your skills and abilities to make a meaningful contribution.
- Stage 4 – Challenger Safety: Challenger safety satisfies the need to make things better. You feel safe to speak up and challenge the status quo when you think there's an opportunity to change or improve.

***Looking for people interested in testing out interventions at scale**

<https://chaoss.community/>

What your community must have today

1. See if your repositories have codes of conduct
2. Propose your project adopts the contributor covenant
3. Be transparent about the safety procedures in place



SIGHT Community Framework

S afety
I nclusion
G rowth
H onor
T rust

Thank you

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