

Chat Moderators (During Online Services Only Stay at Home Order)

April 2020

Goal: To engage with our guests via iCampus chat, FB Live Stream comments, and YouTube comments during weekend services.

Moderators will:

- Help attendees feel welcomed
- Give timely and pertinent information
- Make sure guests don't experience any barriers when trying to take the Next Step in the spiritual journey

Who (RACI):

- Luke Shortridge (A) - Accountable to oversee the project, give vision, sign off on the work
- Abby Ruff (R) - Scheduling the moderators, communicating with them before and after their shift, and compiling the feedback
- Marna Ward (R) - Updating the weekly huddle material, ensuring guest services info is up to date
- Brent Pirolli (C/I) - Previously consulted for moderation best practices. Will be consulted if we run into I.T. issues
- Jason Jones (C/R/I) - As this process has unfolded Jason has played a few different roles. Consulted about where to house best practices. Responsible to build out the site on Creek Help (done). He will consult as needed going forward.
- Lauren Snyder, Nate Manuel, Brandon Harris, Jessica Trevino (I) - Will be kept informed of any changes or tweaks

Best Practices for moderators:

- Follow online chat moderation guide:
<http://creekhhelp.com/guest-services/online-chat-moderation-guide/>
- Read through and familiarize with DreamTeam Huddle section of PCO
- Read through guest services info found at <https://creekhhelp.com/guest-services/>
- Arrive at least 20 minutes before the start of service and stay 5 minutes after

FAQ's

Who can become chat moderators?

During this season we will use staff and interns as chat moderators. Eventually, we see this becoming a DreamTeam role. Management team members can nominate their staff members to become chat moderators by emailing Luke Shortridge.

The online chat moderation guide currently only addresses the iCampus chat. What about best practices for FB Moderators?

Arts and Campus teams are working on a list of Facebook moderator best practices and will update the CreekHelp best practice site with these as they become available.

How will they get scheduled?

Abby Ruff will schedule moderators through Planning Center Online. Anyone with access to the weekend plan can find these listed as Digital Engagement Teams.

Will we continue to have chat moderators once we have physical services again?

It is likely that we will continue to have chat moderators after the stay at home order is lifted but it will almost certainly look different than it currently does right now. We will reevaluate this question at a future date.