

Social Media and DVIP/BIP
by Christopher Hall, MSW

Loves to
Blogging about Social Media
Being involved in social media
Christopher Hall, MSW
History, Web Development
Programs, Social Media

Work Experience
All Communications & Education Coordinator
Baylor University, Baylor University, The Center
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Education
Master of Social Work
Baylor University, Baylor University
Baylor University, Baylor University

Photos
A collection of photos including a dog, a cat, and a person fishing.

Contact Information
Email
Phone
Address

Shared a Photo
Christopher Hall, MSW
Trifling Today is looking for a response. All responses, and for all responses, the users are...
Christopher Hall, MSW
Baylor University, Baylor University

Prezi

What is the purpose of social media?

Prezi

Community
Investigating
Manipulating
Polling Informing Quizzing
Spamming Affairs Education
Building Abuse Aggregate Convincing
Learning Work Memories
Politics School Events Engaging
Sharing Chatting News Pictures Reconnecting
Exploring Dating Games
Planning Stalking Trolling Connecting
Bullying Networking Coordinating
Attracting Shopping
Entertainment
Discussing

Research

Prezi

History of Social Media (Digital)

- ARPANET (military, not designed for public) 1969
- CBBS (Computer bulletin board systems) 1978
- Listserv (emailed threads) 1986
- ISP (Internet Service Providers) 1989/1995
- Personal Webpages (late 1990s)
- "Modern social media" (SixDegrees, Friendster, MySpace, Facebook, YouTube, Twitter)



On Facebook - What is the difference between a PAGE, GROUP, and PERSONAL?

- A **PERSONAL PAGE** interacts with users like any other Facebook user, has little control over other's content except on personal Facebook page, must create friendships with others to be effective
- A **PAGE** is a place to highlight information, events, and posts from a source, mostly one-way communication, can offer people more ability to troll or harm the source in various ways, but most users only see the source's content, several options on types of page that determine features of the page itself
- A **GROUP** offers more control over user interaction, offers two-way communication, identifies both users and administrators, settings can allow for screening posts and content, easier control over users to ban/edit/delete content, can screen potential users, can make public/private/hidden



Methods of Administering Facebook Content

- On **PAGES**, individuals can be assigned different roles (editor, admin, moderator, advertiser, analyst). Management can be complicated due to large number of settings. Nonprofits, particularly DV-oriented agencies may need to be careful to select a page type that does not allow "reviews," and limit user's ability to post. Pages can also purchase visibility on people's personal pages, or specific advertisement for events/fundraisers. It is best to have multiple people working on a team to organize a page to make sure it has on-to-date and relevant information that users are interested in. Analysis of use appears readily with several points of data and information on users.
- **GROUPS** have admins and users, and since content can be posted and discussed by group members an agency will need to decide how to monitor and allow or block content. Groups are more interactive, and invite dialog and involvement, but have less analytics.
- **PERSONAL PAGES** used by agencies can be highly interactive, but are limited by friend count and are limited to one person administering the account at a time.



Twitter & DV Social Media

Twitter allows for quick and immediate communication about topics, but also direct interaction with topic experts, celebrities, and organizations. It also allows for analysis of interests and focus of discussion throughout its platform.

So why and how could Twitter be useful for DV Agencies?

- Immediate communication about topics related to health, respect, relationship issues, harm, abuse, violence, and control as a part of a coordinated community response and involvement.
- A way to address concerns and issues to refer people into services for support, counseling, and education;
- Gain the "pulse" of individual and group understanding of DV
- Communicate about upcoming events, trainings, information

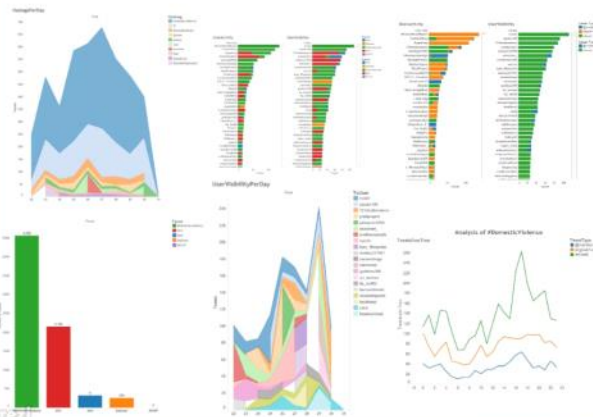
ENGAGEMENT!

OPPORTUNITY!

COMMUNICATION!

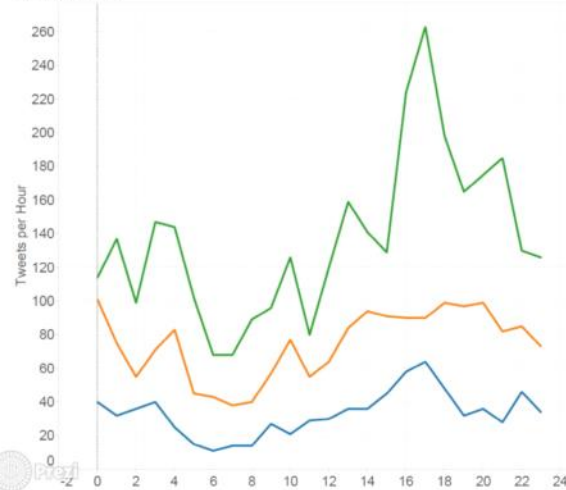


Photos



Analysis of #DomesticViolence

TweetsOverTime

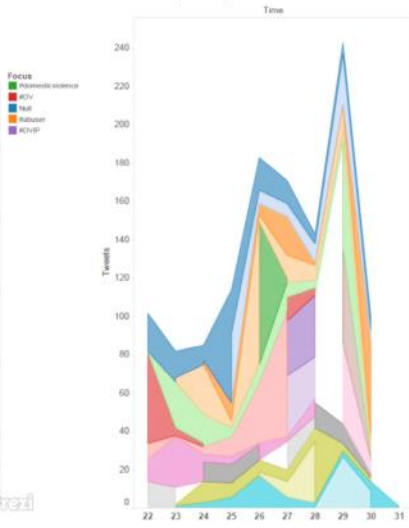


TweetType
■ @mention
■ original tweet
■ retweet

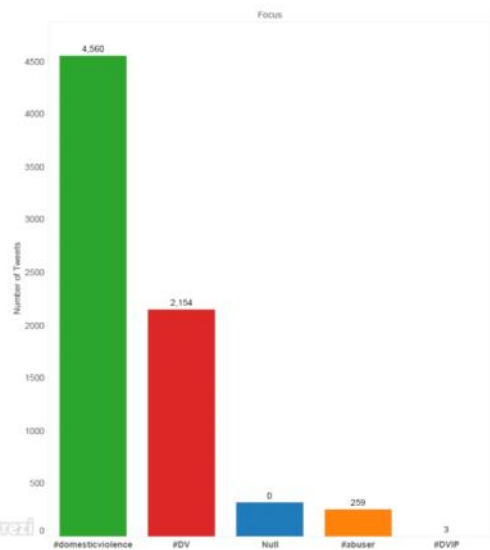
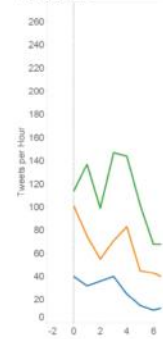




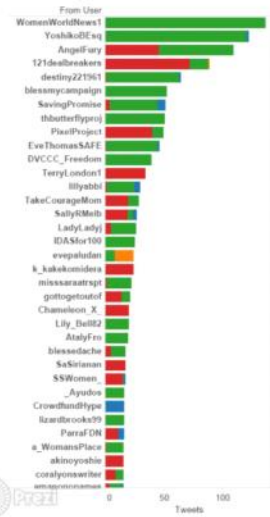
UserVisibilityPerDay



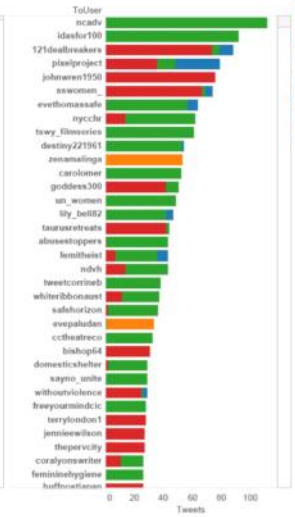
TweetsOverTime

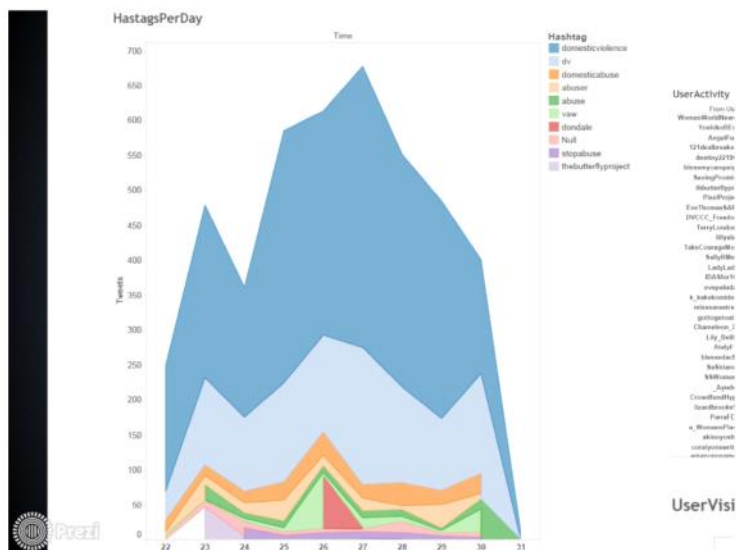
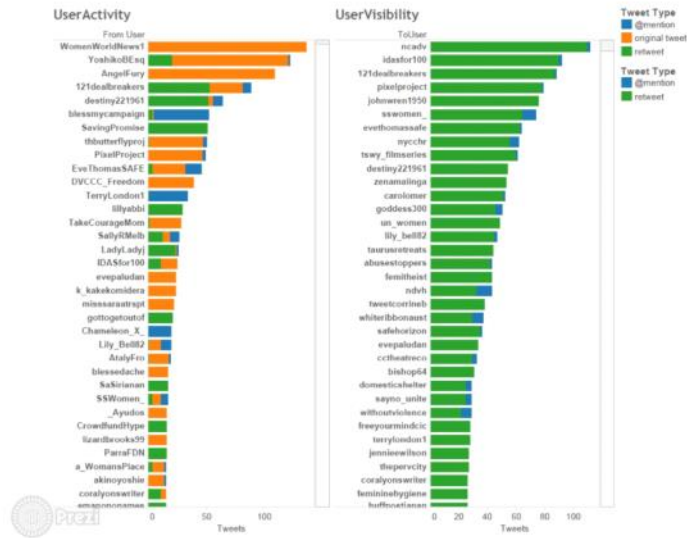


UserActivity



UserVisibility





Status Update

Christopher Hall
Just now · Winston-Salem

Being aware of trolling behavior, both on social networks, but also from behavior of abusers toward victim/survivors and in BIP/DVIP groups can be helpful. This site provides several characteristics of how people participate online, both destructive, challenging, and helpful.

Troller

Troller is looking for a response... ANY response, and he will chum the waters with complaints, insults, compliments, and inflammatory tidbits hoping that someone... ANYONE... will take the bait. Generally quite harmless - practices a form of...

FLAMEWARRIORSQUIDE.COM

Like Comment Share

Flame Warriors & Internet Interactions

<http://www.flamewarriorsguide.com>

Online guide to various roles people take on over internet interactions. From helpful, to destructive, to benign the guide lists 90 different ways people interact.

Examples:

- Big Dog (bullies and intimidates other participants)
- Troller (contributes to discussions to get people riled up)
- Klaxon (brings up warnings and conspiracy theories)
- Rat (uses private messages to coordinate attacks)
- Eagle Scout (uses evidence, is helpful and conscientious)
- Rebel Without a Clue (ignores rules, fights admins/mods)
- Blowhard (boastful about personal knowledge)
- Fragile Femme (uses internet as support group, easily insulted)
- Garble/Loopy (nonsensical posts, hard to understand their points)



Challenges with Managing Social Media Accounts

- Time Investment
- Interactivity / Upkeep
- Issues with Users
- Conflict Management
- Boundaries
- Lack of Posting Diversity
- Exposure / Locality
- Spam / Attacks on Social Media
- Tags / Hashtags



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