Building a Better Harassment Reporting System

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The Community Health Initiative

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Goals:

- Reduce harassment on Wikimedia projects.

- Fairly resolve a higher percentage of incidents of harassment that do occur.

The Harassment Reporting Routing System

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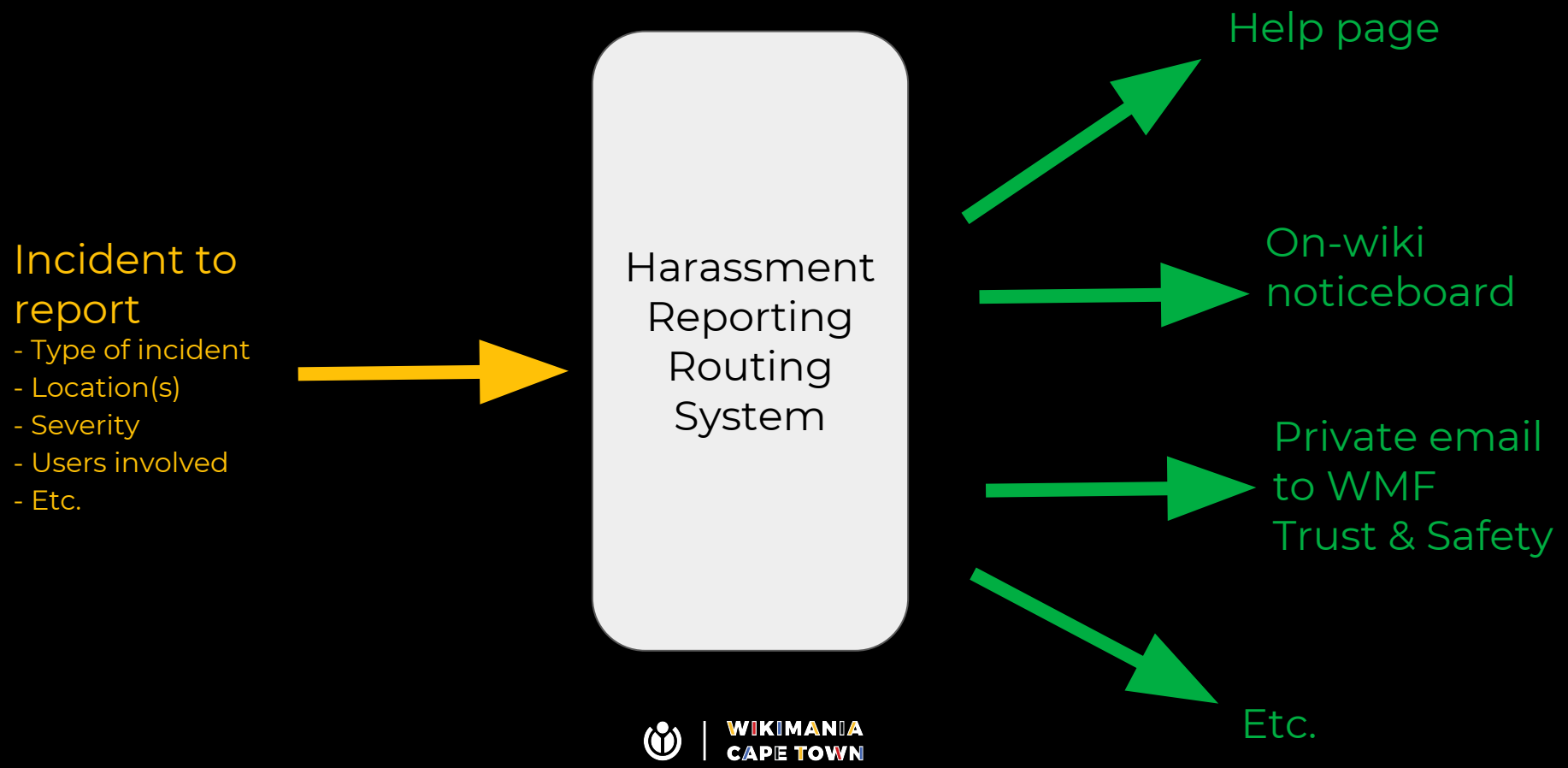
- Our team's July - Dec. 2018 project
- Goal: Help users quickly & accurately submit reports of harassment to the correct place.


Incident to report
- Type of incident
- Location(s)
- Severity
- Users involved
- Etc.
Harassment Reporting Routing System
Help page
On-wiki noticeboard
Private email to WMF Trust & Safety
Etc.
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What we will talk about today:

- How harassment is currently reported on your wikis
- What works well in these workflows
- What you'd like to change

Please refrain from discussing:

- Real cases of harassment that have occured.
- The behavior of other Wikimedians, present or not present.

Situation: A user has contacted you to say they have been harassed.

Name the common ways that they reach you. (email? on wiki? IRC? other?)

What are the steps that you would do or tell them to do?

What aspects about the way harassment is reported that you would like to keep?

What would you like to change?

Follow our work:

meta.wikimedia.org/wiki/CHI

Enkosi!

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