

[»BecomeAnEX.org Live Chat«](#)

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Chatzy

Megan - EX Product Manager closed the chatFeb 14

Megan - EX Product Manager opened and joined the chat12:24

elvan entered for the first time12:26

Megan - EX Product Manager: Hi Ellen12:27

elvan: Hello, Megan, are you there?12:27

elvan: Yep, I see you are.12:27

Megan - EX Product Manager: How are you today?12:27

Giulia joined the chat12:27

Megan - EX Product Manager: Hi @Giulia12:27

elvan: I'm well, how about you...hey Giulia!12:27

Megan - EX Product Manager: Doing well - enjoying a sunny day here in DC ☺12:29

elvan: I am only three hours from you and it is NOT SUNNY here. It's warm but very overcast. Supposedly big storms coming tomorrow with highs in mid 70's.12:30

Megan - EX Product Manager: egads! stay safe12:30

elvan: Oh, I am not worried. Not much I can do .12:31

Megan - EX Product Manager: Good good12:31

elvan: Giulia, are you there?12:31

Megan - EX Product Manager: It's 12:30 on the nose, so let's go ahead and get started - as others join, they can join in the discussion12:32

Sarah - EX Helper joined the chat12:32

elvan: Do you have an agenda, Megan?12:32

Megan - EX Product Manager: Hi @Sarah12:32

elvan: Hi Sarah.12:32

Megan - EX Product Manager: Yes, we do! (well, of sorts)12:32

Sarah - EX Helper: Hello all ☺12:32

Giulia: Hello12:32

Megan - EX Product Manager: Our EX Team has several questions that we hope EX members can help us understand to address a common theme that's been coming up lately about wanting to "humanize" the Community more12:33

elvan: Ok12:33

Megan - EX Product Manager: So, Question 1: What does "humanizing" the Community mean to you?12:33

Giulia: Is this going to be a conference call? or just chat?12:33

Megan - EX Product Manager: just a chat12:33

Giulia: Thank you.12:34

Megan - EX Product Manager: on march 9, we'll be covering the same topic but on a phone call12:34

Megan - EX Product Manager: for anyone who couldn't join today or just prefers a call12:34

elvan: I think that some of us miss the intimacy we felt on the old site but I am finding out that there were many aspects of the other site that I never participated in or knew about.12:34

Megan - EX Product Manager: Tell me more about that, Ellen12:34

Giulia: I find that because the "house" is so much larger there is a feeling of that lack of intimacy.12:36

elvan: I have gotten lots of advice from people but there are so many aspects of the site...so many places to participate. I used to get emails when the people I followed blogged, now I try to sort of follow all of the blogs but it's impossible to keep up. I also stopped the email notifications because they were overwhelming.12:36

Megan - EX Product Manager: @Giulia - interesting insight, I want to come back to that idea about the "big house"12:36

Megan - EX Product Manager: @elvan - thanks for expanding on this, and insight about following people vs blogs12:37

elvan: I comment on a blog and then I SOMETIMES used to go back to it but not often because it was too time consuming. Now every time I have commented on a blog, I am notified of every other comment on and on and on. Even if I ask NOT to be notified, I am, I must be doing something wrong.12:37

Megan - EX Product Manager: @Giulia does that sound like your situation too?12:38

Giulia: RE - the "big house" it feels like a mansion, whereas before there were small cozy rooms.12:38

Megan - EX Product Manager: That sounds frustrating @elvan12:38

Megan - EX Product Manager: @Giulia that's a helpful visual for us12:38

Megan - EX Product Manager: for me, at least12:39

elvan: The "house" has so many rooms now and perhaps the other one had more than some of us knew about. I checked in every morning and every evening for the most part on the other site. Now, I almost always have 50+ notifications in my inbox.12:39

Giulia: Because the notifications are constant in our inbox - it's not just our messages, it's EVERYTHING is flowing into it.12:39

Giulia: And it's in all different areas.12:40

Megan - EX Product Manager: It's true, the notification settings on Jive are much more sensitive - so you are automatically "following" every piece of content that you participate in, which seems like it can be really overwhelming12:40

elvan: Someone suggested going to "home" and then looking at the megaphone so I do that first and then I try to clear my inbox...I like a nice, neat inbox!12:40

Megan - EX Product Manager: and what I'm hearing is that it's confusing to know how to turn certain notifications on and off12:40

Giulia: Everything is too decentralized.12:40

elvan: Absolutely.12:40

Megan - EX Product Manager: @Elvan - got it. We'll work on how to make this more clear, and maybe hold a training or something to help guide you and others who feel the same way through that12:41

Megan - EX Product Manager: @Giulia - let's talk more about this "decentralized" idea.12:41

Megan - EX Product Manager: So on Elgg, where did people post?12:41

elvan: Blogs message boards, private messages, some groups.12:42

Megan - EX Product Manager: so 4 places12:42

Giulia: (But there shouldn't need to be TRAINING SESSIONS on basics like notifications.)12:42

Megan - EX Product Manager: 1) Blogs, 2) Private Messages, 3) Message Boards, 4) Groups12:42

elvan: Basically, yes.12:42

Giulia: Right.12:43

Megan - EX Product Manager: ok12:43

Mark (EX Community Manager) joined the chat12:43

elvan: I agree with Giulia that it's crazy to have to go through training to handle notifications. Most of us cannot be here full time and we need concise programs that we can hop into.12:43

Megan - EX Product Manager: so now, we have 1) Blogs, 2) Private Messages, 3) Conversations (where people can post questions or discussions), 4) Groups, and 5) Community Help12:43

elvan: Hi Mark.12:43

Megan - EX Product Manager: I want us to be careful about how we think about our own individual experiences vs those of the larger EX Community12:44

Giulia: Polls12:44

Megan - EX Product Manager: what is easy to some people is not easy to others; what is simple is some is not simple to others12:44

elvan: No argument there.12:44

Megan - EX Product Manager: There are several types of content that can be posted (polls, questions, discussions, blog posts, documents), you're right12:45

Giulia: So there should be a common denominator for SIMPLE for all.12:45

elvan: Perfect!12:45

Megan - EX Product Manager: and on one hand, those seem like people like having more options for *how* to post12:45

Giulia: But is it the majority of people?12:46

Megan - EX Product Manager: we heard a lot before we moved about how hard it was to know when other people - particularly new people - asked questions12:46

Megan - EX Product Manager: and now, people can post using a "Question" and it makes it more clear that it's a question that needs an answer12:46

Megan - EX Product Manager: instead of having only one content type (blog) and having to use it for every type of interaction12:47

Mark (EX Community Manager): Hi Ellen!12:47

elvan: I can see that, I often missed newbies posts until they were there for a while. I also often FOUND them on someone else's message board.12:47

Megan - EX Product Manager: We found that a LOT of people on Elgg were posting on their own message board and not realizing it, and so it just went totally unnoticed12:47

Giulia: You got questions about the site and how to use it, but then you also have questions about how to quit. That's part of what I mean by decentralization.12:48

Megan - EX Product Manager: yep - agreed12:48

Megan - EX Product Manager: those are two separate kinds of questions12:49

elvan: I remember that, I did it myself for a couple of weeks but then someone always seemed to find it.12:49

Megan - EX Product Manager: which is why @Mark is so proactive about moving questions about how to use the site into Community Help and leave questions about quitting in Conversations12:49

Megan - EX Product Manager: So we hear you, things feel decentralized12:49

Giulia: But that's part of the problem, we never used to have to have a traffic manager.12:50

Mark (EX Community Manager): Correct Megan. I wouldn't be able to answer questions as effectively if they were all in conversations.12:50

Megan - EX Product Manager: Tell us more about that @Giulia12:50

Mark (EX Community Manager): I know there are already ones that get lost in Conversations that I never see. Luckily I have people like you answering those or mentioning me if you can't.12:51

elvan: Are conversations the same as discussions?12:52

Mark (EX Community Manager): Think of conversations as a livingroom within a house12:52

Megan - EX Product Manager: Conversations is the space on the Community, and questions/discussions/polls/etc. all the content types from the pencil icon can go in there12:52

Giulia: Knowing that there is a traffic manager looking at every post we put out, and the fact that we even have the thought in our brain that there's a better place or right place to put X Y or Z - takes us away from the purpose here.12:52

Megan - EX Product Manager: Perfect @Mark12:52

Megan - EX Product Manager: @Giulia - that's helpful feedback12:53

elvan: It's intimidating.12:53

Megan - EX Product Manager: @elvan what's intimidating?12:53

Giulia: But don't you see, the very fact that elvan asked that question indicates confusion about the two terms.12:53

Megan - EX Product Manager: Yes @Giulia, I see that12:53

Megan - EX Product Manager: that's why we are having these live chats, to better understand where the confusion is12:53

elvan: Feeling like we are posting in the wrong places and that we are not being helpful but actually creating more work and confusion.12:53

Megan - EX Product Manager: I see12:54

Megan - EX Product Manager: thanks for sharing that12:54

elvan: I think we all want to help and do what we can in whatever time we have...I find myself spending more time on the site and feeling less effective, whether that is true or not.12:55

Megan - EX Product Manager: @elvan appreciate you sharing those feelings with us12:55

Megan - EX Product Manager: because certainly that is not what we want to have happen!12:56

Mark (EX Community Manager): I don't look at every post ☺ I don't live on the site all day and night :) And don't go into "Conversations" very frequently. But if I see a post that relates to how to do something on the community instead of smoking then I consider moving it with the other how-to questions.12:56

elvan: I understand that, Mark but you understand where it belongs and most of us really don't so we go back and forth and sometimes just don't post.12:57

Megan - EX Product Manager: @elvan is not feeling confident where to post preventing you from posting?12:59

Megan - EX Product Manager: or when you say "we go back and forth" do you mean you think that's what other people are feeling?13:00

Mark (EX Community Manager): Understood Ellen. We do have a section in the Community Help area that tells you what should be posted there and what should be in conversations.13:00

elvan: I have gotten feedback from others indicating how confused THEY are and how difficult they are finding the transition. I think many of us are not IT people and we came to using support sites rather late in life. Some people have been on the site forever and they are having issues.13:01

Megan - EX Product Manager: that's helpful insight - thank you13:02

Megan - EX Product Manager: I understand myself how comfortable I get on other websites and then when they change, it can be confusing for a while13:02

Megan - EX Product Manager: we are trying to balance things right now, between making changes that will respond to feedback we're hearing from you all and others, and then hearing from other people that it's more confusing that things keep changing13:03

Giulia: It was simpler on the old platform. It's like going into a grocery store and they have certain canned goods in one aisle, but other canned goods in a different aisle. Why aren't they all in the same aisle?13:03

elvan: OK...so I need to go to Community Help to check what should be posted there and what belongs in Conversations. I posted a status update at your request early on Mark and then I posted another one and I was told that it did not belong there...not by you but by someone else. There are several people offering advice, it is hard to know what to do.13:03

Giulia: And that's yet another "thing" status updates that can be added into the mix of blogs, conversations, etc.13:04

Megan - EX Product Manager: I hear you that it may have been simpler on Elgg - but there were also tons of things that were not good about it, that we heard loudly and frequently from users, and also some security reasons that made it not viable for us as a longterm solution13:04

elvan: I basically comment, I send Direct Messages, I blog, I do the train and the pledge and, reluctantly, the cafe,13:05

Giulia: That Elgg was not a great platform we all "get."13:05

Megan - EX Product Manager: But you miss the simplicity of it13:05

elvan: We absolutely understand there was a need for a change, I guess this is just going from a corner store to a big box store.13:06

Mark (EX Community Manager): Ellen I'm sorry someone told you that your status update didn't belong. Not sure what you mean by it didn't belong "there" as they're in your activity feed. Status updates can be posted in groups but I haven't seen anyone do that yet.13:07

Giulia: Yes, miss the simplicity. Don't miss much else! lol Jive is a phenomenal platform, but it is definitely not simple.13:07

Megan - EX Product Manager: Ha ok, so we can all agree on that ☺13:07

elvan: Yes13:07

Megan - EX Product Manager: For what it's worth, we are seeing new users post questions and longtime members respond to those questions13:08

Giulia: So then the questions becomes - how to make it more simple. And it seems that cutting down the number of options of how what where, might help.13:08

elvan: I posted in status update that I was signing off for the night and I was told that it was like posting on my own message board and I should have posted in conversations or discussions. I have not used it since. I thought "status update" should be what you are going to do now...or what you are doing.13:09

Giulia: Yes, of course we're responding. But we responded on Elgg too.13:09

Megan - EX Product Manager: We are also seeing new users post blogs and get comments from you all, without having to be told by someone "you should write a blog"^{13:09}

Giulia: Well then that's GREAT!^{13:10}

Mark (EX Community Manager): @Elvan Posting a status update that you are signing off is not like posting on your own message board. I think you did the right thing.^{13:10}

Megan - EX Product Manager: Because those 5 tiles on the homepage are intended to act as a roadmap of sorts - what should I do? Ask or Share in Conversations, Take the Daily Pledge, Post to My Blog, Read the Latest Updates, and Read the Best of EX^{13:10}

Mark (EX Community Manager): Great use of Status Update, in fact!^{13:11}

elvan: Thanks...that was what I thought as well but the constant back and forth between the users who are NOT so comfortable and the people who are can be overwhelming. You can't please all the people...^{13:11}

Megan - EX Product Manager: @Giulia - your point did not get lost in the shuffle^{13:12}

Megan - EX Product Manager: re: how to make things simpler^{13:12}

Megan - EX Product Manager: So know that our team has noted that^{13:12}

Giulia: ☺^{13:12}

Megan - EX Product Manager: And again, it's a balancing act -- because we hear different things from different people, and as @elvan says, we can't please all the people (much as we try!)^{13:13}

Megan - EX Product Manager: For example^{13:13}

Megan - EX Product Manager: when we first migrated, we did not have "status updates" because we felt it would be simpler not to^{13:13}

Giulia: Are more new people communicating in the group now than were on Elgg? Are there less old time members participating on this new site?^{13:13}

Megan - EX Product Manager: but then, we were hearing from people that they just wanted to make a little post that didn't have to have a title and a topic like a discussion or question type did... thus, status updates^{13:14}

Megan - EX Product Manager: As you have certainly realized, it's a bit harder to get into the Community right now from the My Quit Plan side of the site, and we're fixing that as we speak^{13:15}

Giulia: If community membership is up after a month on Jive, then that's great. But if not, then that's a problem.^{13:16}

elvan: I have to sign in twice...first to My Quit and then again to Community. Is membership and activity UP?^{13:16}

Megan - EX Product Manager: @elvan yes, the sign-in twice is one of the things we are fixing.^{13:17}

Giulia: Activity may be up, but that could simply be because the same people are frantically talking to each other and have nothing to do with activity created by new people posting.^{13:17}

elvan: I hope we don't lose the My Quit page because that has numbers on it that SOME of us count on...^{13:18}

Megan - EX Product Manager: @giulia yes, we are looking at data of new members on jive compared to elgg, as well as total community activity^{13:18}

elvan: Good point, Giulia, I have participated in some of those frantic talks.^{13:18}

Megan - EX Product Manager: @elvan what page are you referring to?^{13:19}

Giulia: Gee I wish more people were able to have been here today.^{13:19}

elvan: When I go to becomeanex.org and the original sign in page is there with my number of days and the construction note.^{13:20}

Megan - EX Product Manager: @Elvan perfect, ok I know what you're talking about^{13:20}

elvan: I wish there were more people here too, particularly some of the ones who have been the most vocal.^{13:20}

Megan - EX Product Manager: Hopefully others who have been vocal will be able to be on the call on March 9^{13:21}

Megan - EX Product Manager: because as much as we can try to follow along on the conversations happening in the Community, as @Mark said, we don't read every single thing and can't possibly gather constructive feedback that way^{13:21}

Giulia: Would you like us to pass on links to blogs that we think might be of interest re constructive feedback, if we see them?^{13:22}

elvan: Yes, since that is in the evening, it might work better for some. Some members have been overtly critical of those having issues adjusting, I know of a couple who have contacted me outside of the site who are leaving. One over what can only be described as a middle school level misunderstanding.13:23

Megan - EX Product Manager: @Giulia yes, that will be helpful13:23

elvan: How do we do that? Pass along those links? In a Direct Message?13:24

Megan - EX Product Manager: @Mark, how would you prefer?13:24

Mark (EX Community Manager): Either email or you can Direct Message Megan and I.13:25

Giulia: Will do.13:26

Mark (EX Community Manager): If you could keep it to one Message thread so it can be consolidated that would help. Title it Feedback with Links13:26

elvan: Same here13:26

Giulia: OK. Feedback with Links it is.13:26

Megan - EX Product Manager: Super - thank you both!13:26

Megan - EX Product Manager: I want to stay respectful of both of your time - please know how much our EX Team appreciates your feedback and insight, and genuine care and love for this Community13:27

Giulia: 😊13:27

elvan: Thank you as well and please know that we appreciate you even when we are struggling.13:28

Giulia: We know you love it too.13:28

Mark (EX Community Manager): I'm here to help anyone who is willing to be helped13:28

Megan - EX Product Manager: 🙌🙌 13:28

Mark (EX Community Manager): Certainly I appreciate all the help you provide to people as well.13:28

Giulia: Hope you get a lot more people for the March 9th chat!13:29

Megan - EX Product Manager: Fingers crossed!13:29

Mark (EX Community Manager): I know that change can be a challenge.13:29

elvan: I also hope there is a bigger turnout on March 9th, that is the one I could not make because it is my son's birthday and I won't be available.13:30

Mark (EX Community Manager): That's why I'm here and available as much as possible to provide recommendations and encourage people to use Search to find the many great help docs you've already provided.13:30

Megan - EX Product Manager: no problem @elvan13:30

Megan - EX Product Manager: alright all - enjoy your afternoons!13:31

elvan: Thanks for everything, I am going to sign off.13:31