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Chatzy

Megan - EX Product Manager opened and joined the chat9:57

Shawn entered for the first time10:02

Megan - EX Product Manager: Good morning, @shawn!10:03

Shawn: Good morning!!!10:03

Megan - EX Product Manager: how is your day going?10:03

Shawn: Good so far and yours?10:03

Megan - EX Product Manager: Pretty good! I'm eager to talk about leaderboards and get your insight10:04

Megan - EX Product Manager: So tell me... what were your first impressions when you saw leaderboards on the new platform?10:04

Shawn: I hope that i can help.10:04

Megan - EX Product Manager: How useful do you feel it is to be able to see who the most active EX users are?10:06

Shawn: I figured that they had to do with activity on the site. As i was looking at the leaders, I saw most of them were freedom train conductors and it had to relate more to posting of blogs and commenting on posts.10:06

Megan - EX Product Manager: Was the word "Leaderboard" confusing?10:07

Mark (Community Manager) entered for the first time10:07

Megan - EX Product Manager: Hi @Mark10:07

Shawn: I truthfully don't think that it pertains to smoking. When i saw the badges, i expected to see more of badges in regards to the milestones. Something that would help them along the road to their quit to look forward to.10:08

Mark (Community Manager): Hi Shawn and Megan!10:08

Shawn: Hi Mark10:08

Megan - EX Product Manager: @Shawn that's interesting feedback10:08

Megan - EX Product Manager: We've heard both, that some people want quitting-related badges/points/leaders and others want only activity-related badges/points/leaders10:09

Megan - EX Product Manager: So we're trying to figure out how best to balance those10:09

Megan - EX Product Manager: If the Leaderboard as it stands right now were renamed, what would you call it?10:11

Megan - EX Product Manager: If you got to decide, @Shawn10:11

Terrie_quit joined the chat10:11

Megan - EX Product Manager: Hi @Terrie_quit10:11

Terrie_quit: Hello, every buddy!10:11

Megan - EX Product Manager: We're discussing leaderboards, and what we should call the Leaderboard that is *not* related to quitting10:12

Megan - EX Product Manager: but related to activity10:12

Megan - EX Product Manager: on EX10:12

Mark (Community Manager): Hi @Terrie!10:12

Shawn: I would say quitting related. Something that would help the newbie. I , personally, don't need a badge or be on the leaderboard. I am here to just help. When i first quit, i looked forward to 10 days, 50 days, that is what kept me going.10:12

Megan - EX Product Manager: Thanks for that insight10:13

Megan - EX Product Manager: Our struggle is that we don't always know if someone has relapsed or not10:13

Terrie_quit: maybe a one month badge, then 50 days, etc.....10:14

BonnieBee entered for the first time10:14

Megan - EX Product Manager: So it would be very very difficult, if not impossible, for that to be accurate - and we don't want to discourage people from continuing to use EX even if they have relapsed10:14

Shawn: I know how hard that can be when i try to keep up with freedom train10:14

Megan - EX Product Manager: @Terrie_quit I hear your suggestion for badges related to quitting10:14

Megan - EX Product Manager: @Shawn I'm sure that is hard!10:15

Megan - EX Product Manager: @BonnieBee, hi! Welcome to this chat10:15

Shawn: I can understand more about the activity. i agree with that. It would help them to be more active but there are some that just want to read and not communicate as well.10:15

Megan - EX Product Manager: That is a fair point @shawn10:16

Terrie_quit: Some don't tell when they have relapsed. Not long ago I congratulated someone on 50 days to find out he had only 1710:16

Megan - EX Product Manager: @BonnieBee and @Terrie, how do you feel about leaderboards that display rank for most active?10:16

BonnieBee: hi everyone the badges only meant something to me in the very beginning and i liked it for the first time I blogged etc but after i got used to Ex i never thought about them again i looked forward to the blogs and message board and the train10:17

Pat (c2q) joined the chat10:17

Megan - EX Product Manager: Thanks for that feedback @BonnieBee10:17

Pat (c2q): Sorry I'm late.10:17

Megan - EX Product Manager: Hi @Pat - no worries10:17

Megan - EX Product Manager: So leaderboards and badges are related, but not exactly the same10:18

BonnieBee: I do not like the leaderboards for blogs and comments or should I say rewards ?10:18

Megan - EX Product Manager: Tell me more about that, @BonnieBee10:18

Shawn: Is there a way to keep people active on site without leaderboards? most relapse because they dont come daily10:18

Megan - EX Product Manager: @Shawn let's come back to that idea10:19

Megan - EX Product Manager: I'm writing it down so I don't forget to come back to it10:19

Terrie_quit: Wll for someone new that knows I blew my quit nearly 2 months ago see me get 100-200 points probably looks kind of crappy10:19

Megan - EX Product Manager: @Terrie_quit I can empathize with that... I can imagine how that would be uncomfortable10:19

Pops entered for the first time10:20

Megan - EX Product Manager: Hi @Pops10:20

Pops: Hi, sorry i'm late10:20

Terrie_quit: I do spend a great deal of time on here and I always have it's not something I do just to earn a badge or some points10:20

Megan - EX Product Manager: No problem! We're happy to have you drop in 😊10:20

BonnieBee: I yhink it is intimidating I don't like my blog being ranked Some ppl here are very gifted with writing and I think it is great to have the best of Ex blogs but when you start ranking individual a it may make ppl less gifted give up on blogging10:20

BonnieBee: sorry about the typo's10:21

Megan - EX Product Manager: Thanks for sharing that, @BonnieBee10:21

Pat (c2q): Leaderboards are tough. I do think you need them on a community based site. I also think you should be able to easily sort by what you're looking for at any given moment10:21

Megan - EX Product Manager: Talk more about that @Pata10:21

Megan - EX Product Manager: Pat*10:21

Megan - EX Product Manager: Sort how?10:22

Pat (c2q): Terrie brings up a great point. She's a strong quitter who relapsed and came back. She is perhaps one of our strongest leaders in this regard. Let's say I am looking for help in that area. Maybe I could search on that10:23

Megan - EX Product Manager: Hm interesting - thanks for that insight10:23

Mark (Community Manager): Search on people who have relapsed but have come back?10:24

Pops: Megan, do we just chime in, or wait for an invite?10:24

Megan - EX Product Manager: So what I'm hearing so far is that leaderboards can be useful in making it clear who is very active, and that leaderboards related to quitting or ranking quality of blogs in particular may be less good10:24

Megan - EX Product Manager: Nope, just join in!10:24

BonnieBee: I like the idea of sending people badges for thank you etc I have already done it and it was fun but I did not do it to give points10:24

Mark (Community Manager): @Bonnie it's great to say thank you!10:24

Megan - EX Product Manager: Thanks @BonnieBee10:24

Megan - EX Product Manager: Do others like being able to give badges to each other?10:25

Pat (c2q): Bonnie's point is also excellent. Being prolific doesn't automatically make you a leader. I like her idea about the badges. Maybe we could have leaders in the different badge categories?10:25

Megan - EX Product Manager: We can look into that @Pat!10:25

Pat (c2q): Pops! Jump!10:25

Megan - EX Product Manager: @Pops, what's on your mind?10:25

Mark (Community Manager): I know sometimes it's discouraging when you provide someone support and you're just not sure if it was helpful or not. I'd say it's not common to say thank you on online communities because people get the answer and they're on their way... So it's incredibly satisfying when someone says thank you. Even if it is just a badge. Points or not.10:26

Terrie_quit: ok let's look at Susan a very strong quitter 60 days today I think and a very valuable member of our group10:26

Pat (c2q): Mark - good insight.10:26

Shawn: "Do others like being able to give badges to each other?" I gave a few in the beginning but when I was doing it, I was wondering if someone would be offended that I didn't give them one. If I want to say thank you, I would look for a nice pic online or upload if I could like we did on the message boards before.10:26

Megan - EX Product Manager: Fair point @Shawn10:27

Pops: We need to be careful not to throw out the baby with the bath water here. People with great intentions and forethought have put this together for us, and in the hope that it would enhance this vehicle to a better life. Let's please refrain from saying things like, "I don't like this, or it was better before..." Now is the time to pause, and ask ourselves is this really a bad idea, or is this just rubbing onto my ego a little?"10:27

Mark (Community Manager): With the leaderboard there isn't any way for us to "remove" someone because they've relapsed. Giulia told me that she quit for 13 years and relapsed but she's a strong person in the community...10:27

Pat (c2q): I'd actually like to give more different badges - I made an LOL trophy that I've given a couple people.10:28

Megan - EX Product Manager: Thanks for sharing @Pops -- we hope that conversations like these can help us all work together to make the Community a special and helpful place for everyone!10:28

Megan - EX Product Manager: @Pat Very interesting - we will explore what we can do in this regard10:28

Pops: It seems the points are a big area of contention, so I would ask admin if there is a way to possibly bury them more into the background?10:28

Pat (c2q): pop, the sage. as usual.☺☺10:28

Megan - EX Product Manager: @Pops, yes, we are actively working to make them less prominent10:29

Pops: thx, I think10:29

Jennifer joined the chat10:29

BonnieBee: I like what pops just said I like many things about the new platform the new ex I am getting used to it but I do not like the point system the way it is or maybe not at all10:29

Megan - EX Product Manager: Hi @Jennifer10:29

Pat (c2q): Shawn's pictures are another case in good point.10:29

BonnieBee: Hi Jennifer10:29

Megan - EX Product Manager: @BonnieBee that is very valid -- you are entitled to not like them or want to ignore them!10:30

Jennifer: good morning - can't stay long - I am at work10:30

Megan - EX Product Manager: @Jennifer glad you could hop in, we'll post the transcript later10:30

Shawn: I have been on site for awhile now and there are many serial quitters. They are constantly relapsing. The points wouldn't be fair to everyone else.10:30

Terrie_quit: Nit's not only Susan but we have others that are under 100 days that are very active and good contributor's as well!10:30

Megan - EX Product Manager: For these reasons @Shawn and @Terrie, our team felt it was better to have Leaderboards ONLY related to activity on the Community10:31

Megan - EX Product Manager: and not related to quitting at all10:31

Megan - EX Product Manager: but I hear you that badges related to quitting would be fun and positive10:31

Terrie_quit: Hello Jennifer10:31

BonnieBee: I think I may just ignore them that is always an option !10:31

Megan - EX Product Manager: Very true @BonnieBee! And we're trying to make it a bit easier to ignore if that's your preference ☺10:32

Megan - EX Product Manager: So let's brainstorm a bit10:33

Terrie_quit: Maybe more to encourage those with 50 or more days up to a year10:33

BonnieBee: I think when i first came to10:33

Megan - EX Product Manager: what could we call this Leaderboard that ONLY relates to activity on Community?10:33

Megan - EX Product Manager: @Terrie -- "no-man's land" so to speak10:33

Pat (c2q): Megan - maybe because that's how it's often done. But when you have some long time members with points approaching 100 k, it's have to get a newer EX member to be recognized as the leader they are unless you look at more current content.10:33

Terrie_quit: But there is always the chance of relapse I had 519 days and did10:34

Megan - EX Product Manager: @Pat, good point - you can filter the Leaderboard by "past week" and "past month" to get at that exact point10:34

BonnieBee: Sorry I have to go now Have a great day Ex'ers !10:34

Pat (c2q): By Bonnie10:34

Shawn: what about monthly leaders, are we able to sort it that way?10:34

Pops: the rankings can be a sore topic as well...case in point...I have been coming around this site, and stumbling for my own immature and selfish reasons for a couple of years before I finally got serious about my level of commitment to quit. My tenure makes it look like I have been around for a long time. however, my quit is relatively new. ie, me with 254 days, having more points and higher ranking order than Jennifer who has been here for me the entire time, offering help whenever I need it. That all seems to appear that something is remiss. That should be tackled in such a way that one day, it will be correct. If admin would imply that they are aware of the inconsistency, which they have btw...then we as a community need to be still and let it happen10:34

Megan - EX Product Manager: Bye Bonnie10:34

Megan - EX Product Manager: @Pops, very good point -- I'm not sure exactly how much we'll be able to fix because some of it is automatically calculated, but I hear and value your point10:35

Pat (c2q): I am all for ease of access. What is set as the default view is what 99% of the people will see10:35

Megan - EX Product Manager: @Shawn, on the Leaderboards (to any group to see an example), there is a dropdown arrow next to the word "Monthly" that lets you choose "Weekly" or "All time"10:36

Megan - EX Product Manager: *go to any group10:36

Pops: we can change that in our options menu10:36

Megan - EX Product Manager: For the time being, we have removed the leaderboards from other places on the site10:36

Shawn: If we do all time, there might not be ones that exist on site anymore.10:36

Megan - EX Product Manager: @Shawn yes. And @Pops, yes.10:37

Mark (Community Manager): @Pops. I'm the Admin btw10:37

Pops: i'm aware, I just like to use your handle for effect10:38

Pops: ty10:38

Terrie_quit: yes, Mark we know your Admin10:38

Terrie_quit: want a badge haha10:39

Mark (Community Manager): There are some configuration options however there are limitations to how we can configure things. There aren't unlimited options.10:39

Megan - EX Product Manager: @Mark good point -- our hope is that this conversation gives us ideas for what we should do within the limits of what we can do10:39

Megan - EX Product Manager: @all how do you feel about having "time-limited" badges to give each other10:40

Megan - EX Product Manager: like badges that are only available for a short period of time that you can give each other?10:41

Terrie_quit: I think that most of us that have been here awhile don't really care about points and badges we stay to help others10:41

Megan - EX Product Manager: @Terrie that may be true, although we are seeing lots of people giving the Thank You and Congratulations etc. badges to each other10:42

Pops: badges? we don't have no badges....we don't need no stinkin badges!!!!10:42

Megan - EX Product Manager: And it sounds like something that is manually given (vs automated) might be better for quitting-related badges10:42

Megan - EX Product Manager: haha @Pops10:42

Megan - EX Product Manager: Sometimes things like badges aren't about *needing* them, they can be fun10:42

Megan - EX Product Manager: and we can also create badges that help people navigate their way around the site10:43

Mark (Community Manager): @Pops were talking about the Thank You badges and Happy Birthday and Celebration badges.10:43

Terrie_quit: Some of that was to prove a point and be a smart butt!10:43

Pops: really, we don't need them. Fun is acknowledgement from people that we respect and admire.10:43

Megan - EX Product Manager: @Terrie and I appreciate that!10:43

Shawn: Those badges are along the lines of milestones which are celebrated on the train. Can there be smileys put in of various ones like 50, 100 etc. Many to choose from?10:44

Megan - EX Product Manager: @Pops, very valid points -- and that's why I'm asking about badges you can give each other rather than ones that are automated10:44

Pops: if I get a + affirmation from an elder, then I am a happy camper, and I will treasure that far more than a badge10:44

Megan - EX Product Manager: @Pops thanks for that insight10:44

Megan - EX Product Manager: @Shawn, they could be10:44

Pat (c2q): @pops [like]10:44

Mark (Community Manager): @Shawn are you thinking about the milestone badges that are given on on Quitza's website?10:44

Terrie_quit: yes Pop I agree10:44

Mark (Community Manager): those seem automated.10:45

Shawn: @mark, yep but not something that gains points. Maybe incooperated into the blogs, discussions, etc. Even happy birthday etc. It wouldnt be necessarily a badge system in that way.10:46

Pops: My boss is close by, I gotta run....thx 4 letting me in, Pat clue me in later please?10:46

Megan - EX Product Manager: @Pops bye and thanks!10:46

Megan - EX Product Manager: We will post the transcripts later10:46

Megan - EX Product Manager: @Shawn badges to not have to be associated with points10:46

Megan - EX Product Manager: By "Badge" we just mean the graphical icon10:46

Shawn: yes10:47

Terrie_quit: I love hearing from G, Shawn or c2q that they like somethig I did I don't need a badge for that10:47

Megan - EX Product Manager: @Terrie thanks for weighing in10:47

Pat (c2q): When I first came to EX, my leaders were the people who commented on my blog posts, and the people who posted helpful blog posts. I don't believe in the concept behind the emphasis on "trending" and "popular." I hate to belabor a point, so I'll try not to. By they are self -generating prophocies.10:47

Pat (c2q): Leaderboards are trending and popular members, so same thought.10:48

Megan - EX Product Manager: @Pat that is a meaningful insight - thanks for sharing that10:48

Megan - EX Product Manager: What could we call the leaderboard that would demonstrate that those are the people who have been the most active recently, not related to their "popularity" so to speak10:49

Terrie_quit: I don't care to be popular only helpful10:49

Megan - EX Product Manager: Thanks for sharing that, @Terrie10:49

Megan - EX Product Manager: And that's tremendous of you10:49

Megan - EX Product Manager: How do you know if you're being helpful @Terrie?10:50

Terrie_quit: I think it may have caused some turbulence that I am so far up when I just relapsed even though most said it didn't take my wisdom10:51

Megan - EX Product Manager: I see10:51

Shawn: I have a brain freeze on any names10:52

Terrie_quit: Newbies always say thans to me, Elders tell me when I have done well10:52

Megan - EX Product Manager: Thanks @Terrie, that's helpful10:52

Megan - EX Product Manager: @Shawn what about you? What motivates you?10:53

Pat (c2q): There's longevity, that's something to not be taken lightly. There's quititude, that's also essential. And there's the ability to help, and to lead. Those are not all the same thing.10:53

Megan - EX Product Manager: What is "quititude," @Pat? Tell me more10:53

Terrie_quit: I think all that stuff may have been important to me when I first quit10:53

Pat (c2q): hahaha10:53

Shawn: What motivates me in my quit is to be active and to help others.10:53

Megan - EX Product Manager: Thanks @Shawn - that's awesome10:54

Pat (c2q): @megan, I laugh because everyone here has gotta mega big quititude.10:54

Terrie_quit: We can't really say who will relapse and who won't10:54

Megan - EX Product Manager: @Pat amazing! I think I understand, but want to be sure I'm getting it right ☺10:54

Megan - EX Product Manager: Is quititude like your attitude about embracing quitting?10:55

Terrie_quit: That's my take on it10:56

Megan - EX Product Manager: Got it10:56

Terrie_quit: Pati? what's your take? shawn quititude?10:57

Shawn: Well on Terries statement, The ones that have a positive outlook, usually are ones that dont relapse. The ones that have a lower self esteem are the ones that lose their quit more. Those are the ones that end up not being active in the end.10:57

Megan - EX Product Manager: Interesting observation @Shawn10:57

Shawn: That is how i got into sending out inspirations, i was one that had a lower self esteem, by sending them to others, i was helping them and also helping me.10:58

Megan - EX Product Manager: Alright @all -- this has been really interesting and thank you all for your fabulous insights and willingness to share your truth.10:58

Terrie_quit: Many get around 100 days get cocky and are gone and then come back later10:58

Megan - EX Product Manager: We need to wrap this chat up at 11a EST, alas.10:58

Pat (c2q): k10:59

Megan - EX Product Manager: @Shawn that is beautiful10:59

Megan - EX Product Manager: @Terrie - great observation10:59

Shawn: Thanks and have a great day.10:59

Mark (Community Manager): @Shawn for the people who aren't active in the end does it really matter that they appear in the activityboard/leaderboard/point rank list?10:59

Megan - EX Product Manager: We'll post transcript and summary later on for others who couldn't make it!10:59

Terrie_quit: Thanks for including us! Bye!10:59

Pat (c2q): Thanks for this. Bye!11:00

Megan - EX Product Manager: Thank you!!11:00

Mark (Community Manager): Their activity will stop and the people who remain active will increase. If they come back. That's great.11:00

Shawn: I would rather they not appear, thats why monthly should be better. Its more up to date11:00

Mark (Community Manager): Yeah I agree with you regarding a more current measure11:00

Terrie_quit: If we know they are smoking their name should not be there11:00

Mark (Community Manager): There isn't a setting for the home page tile to limit it to a week or a month.11:00

Mark (Community Manager): @Terrie unfortunately there is no way to manually remove them from the list.11:01

Mark (Community Manager): and ignore their past participation.11:01

Shawn: 😊11:01

Terrie_quit: I know(11:01

Terrie_quit: if they continue to smoke yes11:02

Mark (Community Manager): but come back in a year and they'll probably not be there and someone else will have replaced them11:02

Pat (c2q): Sort! Data! Who puts the limits on your data sorts? That's the key. Bye.11:02

Mark (Community Manager): @Pat let's catch up later. I'm not sure what that last comment meant.11:02

Terrie_quit: the reason only some are upset with me is because many appreciate the fact that I was honest and came right back11:04

Terrie_quit: If I was still smoking I shouldn't be on that list11:05

Megan - EX Product Manager left the chat11:05

jonescarp joined the chat11:36

jonescarp: Bye11:37

Mark (Community Manager): Hey Dale. Sorry you missed the Chat11:44

Mark (Community Manager): We're going to send out a transcript11:44