Operational Guide: Stanford Crowd Research Collective

List of all documents

High-level goals

Generally, the Crowd Research Collective makes decisions through its [regular weekly consensus meeting or quarterly strategic review](#). However, this operational guide specifies specific cases where a consensus has been established and action can be taken immediately.

Operational group membership

Each of the behaviors below can be taken without requiring a proposal or consensus from the rest of the group, as part of regular operational duties. These privileges are assigned to members who have demonstrated ability and responsibility to do so. To gain these privileges, the person must be nominated by a member of the Collective including a paragraph describing the individual's qualifications, and then a one-week vote in a proposal is open to all members of the collective. If the individual is not performing their duties appropriately i.e. acting in bad faith, these privileges may be revoked through a vote in the weekly proposal process, open to all members of the Collective. Being inactive is not considered grounds for removal.

[The current list of members for each category is maintained here.](#)

Categories of operational behaviors

This section describes the behaviors that each operational group can take.

Responding to inquiries from requesters and workers

Workers, requesters, and others send inquiries to us through the forum and our email address support@daemo.org. Operational group members can respond to these inquiries, including:
- Requests to join the system
- Help understanding how to use the system

- Help explaining the system's existing policies and operation (e.g., how does Boomerang work?, When do payments arrive?)
- Advice on how to author or complete tasks more effectively

If the request was sent via email, replies should be sent on behalf of "Daemo Team" and should cc support@daemo.org. If the request was made on the forum, replies should be made as individual members with an "admin" flag on forum.daemo.org.

Fixing bugs

If there is a live bug on the site, or the live site is otherwise not matching the Collective's intention as decided through the proposal process, Pull Requests (PRs) fixing the issue can be immediately merged and deployed by anyone with commit access to the repository. Likewise, if the site is down, this group can act to bring it back up.

Adding new categories of operational behaviors

A proposal through the usual proposal process can add a new category of operational behavior. For example, a proposal might be "Create a category of operational behavior for responding to media inquiries".

Quality review groups

Quality review as detailed in our governance document requires final quality review from elected teams for specific domains. Membership in these teams is determined through the same method described for operational group teams.

The current list of members for each category is maintained here.

Revising this document

All governing documents can be revised through a proposal in the usual process, described here.