Please link to this using: bit.ly/facebook-group-challenges

Facebook Group Challenges

This is not meant to be recommendations or prioritization of what Facebook should change in groups. This is just a list of challenges that came out of the personal experiences of someone actually trying to run a rapidly growing Facebook group, while attempting to defuse arguments, keep discussion interesting and productive, and limit the spread of misinformation.

It is essentially a prettied up personal log kept of specific things that drove an admin crazy, given the group features he attempted to use — not a wholesale evaluation of the benefits and flaws of the Facebook Group implementation. It does not include more high level thinking about the design of groups, or commentary on features he did not use.

The initial author ([Aviv Ovadya](#)) is happy to discuss more concrete or higher level strategic next steps, as creating a positive online information ecosystem is incidentally the primary [focus of his work](#), but that is not this document (see the email address on the linked website to reach out).

Please feel free to add additional issues as suggested edits! *(carefully following the same format for readability)*

Moderation features

Membership questions are a great idea but…
- There is no way to ensure people fill them out. People who are invited don't seem to need to.
- You seem to lose the data in the question as soon as it is filled out. This is unfortunate both as a mod, and as the user (who might ideally want to share the answers in an introductory post).
    - Ideally you would even have a member directory, perhaps with a "bio" that is filled out as a result of some of the membership questions.

Rules are a great idea but…

- When you report to a mod that someone has broken a rule, you can't actually see the rules or select which one(s).
- There seems to be no way to "sticky" rules as a pinned post (except manually copying and pasting), or to provide a quick link to pop them up, or so that they are easily visible whenever anyone opens the group, posts, or comments.
- A mod can change the rules and there is no way to bring the old version back or even know what it was.
- There is no way to directly link to the rules.
- Rules must be very short, so no place to clarify them (or room to link to clarifications). [Update: Looks like links in rules do work (now?); they may only fail in the mod interface, which means mods don't believe they will work.]
- There is no way to show rules as people are posting or commenting so they actually see them at a useful time.

The moderation log is great except…

- There is often no way to see what was actually done, even when there is an undo option (which there often isn't).

approved 3 member requests.
Feb 24, 2020, 2:44 PM

deleted   comment.
Feb 24, 2020, 2:19 PM · Undo

- There is no way to see what moderators are posting to see if they are following rules.

Moderator roles are great but…

- It seems like you may not be able to report moderators for violating rules!? (unconfirmed)

Announcements are great but…

- There is no way to ensure people see announcements before they see or other group posts, or make new posts themselves.

Additional issues

Contacting users

- It's not clear if it's possible to direct message users who are problematic, or to ask them to provide an introduction, etc. even as a mod.
    - 1-1 conversations are crucial for addressing issues and de-escalation, so being able to reach users is extremely important.

Contacting mods/admins

- There is no way for a user to contact all the mods or admins (one can sort of do this by also creating a page or event, and having the same people in it. Very hacky.)
- There is no good way even for other admins or mods to contact any or all the others without creating a messaging group for it which may be out of sync or unseen.
    - This is crucial for coordinating actions and policy. I once discovered that one of the mods added by another admin had not seen my messages to him (since they went to his "other" folder).