Nerd.nu Community Meeting

Meeting Rules/Guidelines
- Please do not speak over one another, try to be polite
- If people become disruptive they may be muted, and if it continues they will be banned.
- So long as conversations are constructive they will not be cut off
- We want everyone to be able to have their say, so please try to keep conversations on topic

Agenda:
- Community Survey Results
- Player retention
    - (jllmprrt) I won't be there, but I really hope new player retention is brought up. It's obviously an issue - the new players are dropping faster than in past revs - so something is definitely up. I can't say if the long rules are the problem, but I remember when I tried to get my brother to play on the server with me, he joined, took a look at all the signs, said "too many rules" and left. This was back in rev12, so the rules are a bit simpler now from then, but I feel like we can make it more concise. I am aware that moderators are afraid of rule lawyering by the banned players, but if you take a look at the most recent bans, most of them are pretty black and white and the mods often screenshot proof.
- Staff Transparency
- Staff Meeting Notes (September)
- Moderator voting discussion
- Discord discussion
- PvE rail/road systems above Y=62 over oceans (AnotherSteve)
    - Especially with the, thankfully, increased view distance transport systems spoil the ocean view for large parts of the map. PvE Rev. 18 has a beautiful central ocean of which the view is interrupted at level 80 by the LITE rail system. Especially after the update in view distance a large percentage of this ocean is rendered with rails in sight. I truly appreciate the effort put forth in and effectiveness of the rail system but am afraid the aesthetic impact on the carefully selected and partially created map we all play on is to great.
    - Ideally transport systems would be below sea level and follow terrain or tunnel through hills when over land.
- ~~Modded minecraft server (mumberthrax)~~ Mumberthrax won't be present, if we have time we can discuss
    - I'm specifically curious as to what level of interest our active playerbase has in playing modded minecraft together, and if there is sufficient interest whether the head admins are willing to support an experimental modded server attempt.
- ~~Community Input (mumberthrax)~~ Mumberthrax won't be present, if we have time we can discuss
    - I'd also like to discuss the suggestion forums, the /suggestion-box command, and ways that we can help the community to be more engaged in sharing their creative intelligence toward creating the kind of servers and community that we would enjoy.
- PvE Reset (Nightslash360)
- PvP Server (Nightslash360)

Meeting Notes:

- **Survey:** Question - How many people do we have on the servers daily? Are there usually a few people online? Response - 30-40 people at peak times, but can drop to zero in European times (rarely).

- **Survey:** Responses seem to indicate servers are reliable.

- **Survey:** Most people feel servers are managed well. Comments are available in the survey (in blue), and summarized.

- **Survey:** Feedback - Events such as 'The Adventurer's Guild' are really helping to improve retention on P, and giving people something to focus on in the later rev. PAdmins were in attendance to take this onboard.

- **Survey:** Still a few areas where we need to look at acquiring more staff, though we have picked up some more staff recently in the necessary time zones.

- **Survey:** Question - Does modreq response time necessarily mean we need to expand staff? Response - We are looking to cover areas where there a very few staff around for extended periods of time. Staff have been looking at increasing awareness of open modreqs on other servers.

- **Survey:** There are a lot of positive comments on the survey - available on the doc and summarized.

- **Survey:** Question: Are there too many server events during periods where general holidays are frequent? And in response, is it better to have too many events or too few? We should also account for the size of the event - does it have as much impact if the event is small/short? Experiences can differ depending upon when you join the server. Perhaps consider how events appear to new players - some of our events were quite far from vanilla on occasion.

- **Survey:** Forum post to discuss the survey responses etc. will go out after the meeting.

- **Survey:** Question - Did you find any responses surprising or unexpected?

  - A number of comments around how relaxed the server is in general, perhaps leading to a need for simpler rules. Rulebook (on C) might need looking at?

  - Some worry that oversimplification of rules leads to more rule-lawyering / arguing. Could we revisit the rules and perhaps rewrite and consolidate a few things to make them easier to digest?

  - Some people argue that younger players are used to, and need to some extent, the rules. Others argue that most young players don't bother reading the rules.

  - PAdmin - Rule signs for spawn next rev are already being made, limiting them to the most relevant ones for new players, and more signs for helpful tips and commands.

  - Comment - The rules are really to protect the server not the player -not reading them is truly no excuse.

  - Many people against screen text and typical "large server" ways of displaying rules etc.

  - Comment - I like what one of the P admins did in spawn. Added that region greeting just to guide people out I think. Maybe some rules could be conveyed with something similar?

  - Compromise suggested - Use a short version of the rules on the signs (on the server) and make them clickable to the full rules on the wiki?

  - Comment - Different people learn in different ways. We just need to tick every box?

- **Off Topic** - Request for clarification on discussion of politics in chat.

    - Response - The rule is "no disruptive arguments / discussions in global chat."

    - Some people are worried about the imminent political discussions due to the elections.

    - PAdmin - Just to clarify something about clanchat if it's not clear: we do not care whatsoever what happens in clanchats, you can do whatever because clanchats are opt-in. Global is not, so we want to keep it moderated to be a good experience for everyone. That's why we are so strict about political stuff. Not everyone wants to see that discussion.

- **Player Retention:** Ideas / Comments:

    - Shorter revs.

    - Longer revs.

        - Comment - Long revs highlight the fact that we run out of stuff to do after the initial spurt of development. Rev length doesn't help or hurt retention. Short revs hide the issue.

    - Clearer methods for new players to get started on C.

    - FAQ page with basic information for each server.

    - Bring back rulebook on P?

    - Minecraft's progression system is too quick - something to mitigate that?

    - Minecraft is everywhere, but our community is unique and should be where our focus is.

    - Events that aren't necessarily minecraft related.

    - Cross server clanchats so you can talk to your friends on another server.

    - New players can feel like outsiders and find it hard to join in. Something to push or encourage players to join micro-communities / towns etc.

    - Something to encourage towns to work together.

    - PvE awards.

    - A directory of projects and towns, and a way to talk to the manager or mayor.

    - Reduce the risk of accepting a new player into a town.

    - A chaos server for a few days every month, using some of the old revisions.

    - Moveable custom spawners etc. so that towns could have a truly "unique" capacity.

    - Signs or embassies at spawn to advertise for new players on behalf of towns?

    - Spawn city on P like on C with claimable plots.

    - Collect materials as a town in order to get a teleporter or some other reward.

    - Giant/uber community projects.

- Things to do after you're done building.

- Longer tech tree?

- New rev - no portals, community required to reach a particular goal.

- Low level enchants at the beginning of the rev?

- Non-vanilla solutions, modded server?

- Time events so that they hit periods of downtime.

- Keep irl events in mind when setting a rev restart date.

- Encourage posts to r/minecraft.

- More content out on social media etc. sites and youtube.

- Builds on twitter posts.

- Look into designating a social media team.

- Official hashtag.

- Better website? Website doesn't look that attractive to younger demographic.

- Harder mobs.

- Arenas that cost but have rewards.

- Multiverses could be introduced throughout a revision maybe so more places are opened for exploration throughout?

  - Multiverses? Long term project world that never resets, and a general world that wipes frequently, and we can move between at spawn.

  - New special multiverse world mid rev? Have a normal pve world with long rev, then introduce short term special multiverses with a theme like snow world, water world, etc.

  - Comment - Only issue with multiverses is say we moved into one now in the rev, we all have a million diamonds.

  - Comment - Also with multiverses there is a concern for excessive lag.

- What if when we advertize a new rev, we wipe everyones inventory and remove all chests and get more players but keep the diverse cities?

- Recognition - people like to get noticed. Awards don't need to have value, just community value.

- Start with a smaller map and then expand as time goes on for the ones who want to explore , new things to find new challenges.

  - We've done it before, but a larger extension this time, including portals? We should advertise the expansion better as well.

- **Off Topic**: Could we have a link to the staff page on the website please?

- **Off Topic:** Request **-** Print and worldedit on map world.

- **Staff Transparency:** What can we do to facilitate this?

    - More voting and involvement on decisions, especially bigger decisions.

    - Monthly updates like the blog post?

    - Clear end of rev dates?

        - Reasons we don't do this are A. we don't know B. two weeks notice is because all activity ceases on the server

        - Has there ever been a revision advertised ahead of time with a very approximate date (month)? If so, how did it go?

    - Some agreement that staff transparency is not really too much of an issue and that perhaps the people with issues around this aren't in attendance.

        - Comment - If they identified themselves in the survey, perhaps they should be approached individually to find out their issues?
        - Comment - Sometimes it seems like a buzzword for people who are upset and don't know why.

- **Moderator Nominations:** Discussion around how the system currently works. Assurance that there is no 'buddy system' at work. Suggestions:

    - Make the process more complicated to discourage joke submissions? Make the submissions public?
    - Some more detailed explanation of the process somewhere public. Applyformod could have an updated step-by-step possibly? (http://nerd.nu/applyformod/).

    - Could we have a link to the applyformod page from /list or /modlist?

    - Perhaps some server alerts or signs at spawn for applyformod?

    - Maybe a video of moderating in action? Could tie into creating content for social media.

- **Staff Meeting Notes:** We are going to trial publishing staff meeting notes (redacted where necessary) on a monthly basis, in order to increase interactivity between staff and players and reduce any issues with transparency.

- **General request:** We need a better and more up to date website.

- **General comment:** If you have issues that you need to address that are private, please feel free to contact a head admin directly, or server admin where applicable.

- **General comment:** If you find that no-one on staff has responded to your forum post, and it's something that you'd like a staff response to, contact admins and let them know your topic exists (occasionally they might miss it).

- **Discord:** Discussing the potential for using the Discord voice channels. Issues presented:

    - There is no Linux client (possibly a beta) - no push to talk.

    - Discord has a suspicious business model that makes us not too trusting of it, as yet.

    - Issues: Potential connection problems for people in different places.

- **Discord:** We're not planning on switching off mumble regardless of what is decided.

- **Discord:** Comment **-** It's popular and accessible, and it would be nice to have the community all in one place.

- **Discord:** Comment - Mumble seems to be very quiet other than during server events.

- **Discord:** Comment **-** We should have one piece of software where everyone can go. I don't really care whether it's here or Discord.

- **Discord:** General feeling in the meeting is of support for trying out voice channels in discord. A few people preferring mumble but worth a try? **[Enacted]**

- **Roads and Rail Systems (player submitted topic):** As long as it's not grief or breaking the rules, then we will not be moving or removing them, or changing any rules to restrict them. If there is a dispute - please refer it to a server admin.

- **PvE Reset (player submitted topic):** Already discussed within previous topics.

- **PvP server** - No plans at the moment, it's being given a rest. Focussing on our current servers.

- **General Request:** Scheduled events for the minigames server.

- **Further Community Meetings** - We'll aim for quarterly meetings, and look at arranging a date for the next one (likely to be sometime in January).