

Discord Guidance

What is discord?

Discord is a social media platform that enables you to stay in contact with your members outside of your regular meet ups. It has the ability to split up your 'server' into sections – known as channels – so members can pick and choose what conversations they want to get involved with. Discord also allows you to voice or video chat, making it a good option for online events.

You can find official 'How to Discord' guides on their website –

<https://discord.com/category/how-to-discord>

What do I need to consider when setting up my server?

- Administrator roles: These are select server members who have additional permissions beyond just using the server, regarding maintenance and development. Administrator roles should be reserved for Society Leads.
 - You should also invite the SU into your server and give them administrator permissions. **We will not moderate your discord** for you but we have access to it in case of emergencies or to hand it over to future society leads if needed.
- Community Server: This set up may be a good option for your society server, as it has additional safeguards built in such as content filters and rules and guideline channels. You can read more about this here – **<https://support.discord.com/hc/en-us/articles/360047132851-Enabling-Your-Community-Server>**
- Rules Channel: We recommend that you set up your server in a way that does not give people access to the full server unless they first agree to server rules
- Roles: You can use roles to allow students to easily share things like their interests or pronouns. You can set these up in a way which gives people with specific roles access to specific channels. For example, the Gaming Society may want to have a role for specific video games meaning all members who are interested in that game can have a channel specifically to discuss that game.
- Signposting to wellbeing services: We encourage you to have a server that signposts students to services within the University such as:
 - Student Support: <https://vle.norwichuni.ac.uk/course/view.php?id=51>
 - Students Union General Enquiries – studentsunion@norwichuni.ac.uk
 - Students Union Advice Service – su.advice@norwichuni.ac.uk
 - University Careers Team – <https://vle.norwichuni.ac.uk/course/view.php?id=52>
 - Academic Enquiries (eg timetabling, course changes, intermission) – St Georges Lobby

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What should I add to my Server Rules?

Below are some examples of things we encourage you to have in your Server rules.

- Server is for Norwich University of the Arts students only. Do not invite people who are not currently attending Norwich University of the Arts.
- Being kind and respectful of one another
- Harassment, hate-speech or bigotry (racism, sexism, transphobia etc) will not be tolerated.
- No age restricted or inappropriate content allowed. This includes text, images or links featuring nudity, sex, violence or other disturbing/graphic content. These rules also apply in-person and in voice chat.
- Abiding by the Students' Union Code of Conduct and Universities Regulations, as well as the Discord Terms of Service
- Keeping discussions to relevant channels
- Society Leads and moderators have final authority to enforce server and club rules.
- Spamming messages and suspicious links are not allowed in the server. Do not link to piracy sites.

Can someone who is not a Society Lead be a moderator/administrator?

If you are not super familiar with discord and would like a member to help out, they can do so. However, we encourage you to be selective with who you add as a moderator/administrator and only give this role to people you trust

What do I do if someone breaks a rule on a the Server?

- If someone has done something which is in breach of the rules, as well as the SU Code of Conduct and University Regulations, please come speak to the SU for advice.
- If someone has done something that breaks server rules but not necessarily University/SU rules we would encourage you to speak to them privately about this first and if the poor behaviour continues you can come speak to us.
- Try to use banning people from the server/society as a very last resort, and ideally please speak to us about this beforehand.