

# April Interviews

**Interviewee:** *Azzy*  
**Capacity:** Moderator

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**Hello Azzy, how are you today?**

Hi I'm good, how are you?

**Mostly good I would say.**

Mostly?

**Could be better sleep wise.**

Wow, you should fix your sleep schedule a little bit, you know. *[laughs]*

**This time you will be the one getting interviewed.**

Unfortunately yeah.

**We will be interviewing you as a moderator in ARMY KSG. To start off, could you please introduce yourself?**

Hi I'm Azzy and I've been a moderator on the server since the 9th of January.

**How long have you been on the server?**

I think for almost a year now.

**Where did you find out about the server?**

I think I was just browsing because I was looking for some place to hold myself accountable and then obviously the quota thing the server does, kind of intrigued me and I just joined from then on, really.

**Speaking about your Korean journey, when did you first start learning Korean?**

I think the time around when I joined the server was when I started to learn the basics of Hangul.



**What made you decide to start learning?**

Probably the same reason everyone starts K-Pop and K-Dramas. When I was starting to get into that I wanted to know how to read the subtitles etcetera.

**That's very relatable, yeah. [laughs] Would you say that the server has helped with your Korean learning journey?**

Definitely I think. As of recently probably not so much but that's purely because of personal reasons. I haven't been able to study as much as I would like to.

**Do you think you'll be able to study again at some point in the future or is it a little bit uncertain right now?**

Hopefully soon, I think I just need to prioritize myself and also my staffing aspects of the server right now.

**Congrats on becoming not only a moderator but also, just this month, the head of the moderating staff team!**

Thank you!

**How are you feeling after receiving the new title?**

Honestly I'm still kind of processing it. It still doesn't feel real, you know.

**Can you tell us what led you to your decision to become a head staff?**

Well initially Ka pulled me, Kim and Sara aside into a thread and was like, "We've noticed that you've been the most active within the mods. Here's a new position that we've been thinking of bringing in." Then we had to show our interest which then led to us answering some questions. The rest of the mod team as well as the other heads had to vote on who they wanted basically. And it was just revealed in mod announcements who was chosen.

**Oh wow, kind of like a job application process almost.**

Kind of, just not as scary I guess.

**How did you feel when Ka originally reached out to you?**

I think I was just kind of surprised really. I didn't realize I had made such an impact in the mod team I guess.



**So, to go back to the beginning of your journey, when did you decide to become a moderator?**

I think I wanted to become moderator pretty soon after joining the server but I was too anxious to apply. Then it came around July and I reached out to Sara and was like “I don’t know if I can do this” and she was like “Go for it, you’ve got nothing to lose” and so I applied.

**What made you decide to become a moderator?**

I guess it’s just a way of giving back to the server. When I first joined, I was in a position of not knowing where to start or what to do which was very very nerve wracking. I kind of picked up on the server pretty quickly and I was like if I can help those that are in the same position I was, it would be beneficial for the server and making it more efficient. Being able to tell someone “Oh you could start here.” or “Here’s a really good course that is recommended.” etc.

**Why was it that you chose to reach out to Sara specifically?**

I think at the time we were very close. We used to DM quite a bit and obviously as she was a moderator herself, she had some insight of what the test and the moderator background is like. So I kind of reached out to her and was like “I don’t know if I can do the test” because of my knowledge. Although I did understand quite a bit, I wasn’t too confident in it - and she basically pushed me to apply and I got through.

**Well, we’re all glad that you did.**

Haha thank you!

**Do you think you wouldn’t have applied if not for her?**

Probably not. I think I would have avoided it entirely and let my nerves get the better of me.

**Well it’s really good that Sara was able to reassure you then.**

Yes definitely!



**So, you mentioned that there's a test that you have to take if you're applying for the moderator position, right?**

Yeah.

**What was that like? Without giving away the questions of course haha.**

It was very daunting because you would get DMed by a bot which you had to put into the *bot-spam* channel like a code. The code would then open up another channel in your DMs and you had to answer question after question. It was quite long to be honest. But I think the hardest part was the wait and not knowing if you had passed or not.

**Oh I see! So it didn't tell you straight away, right?**

No, because the mods have to discuss within themselves if they wanna consider you and if they think you answered enough questions to become a mod trainee.

**Was it a timed test?**

Not as far as I remember. I know that has changed now as it involves a different bot but I still don't think it's timed.

**Could you describe the training process a little bit for us?**

Well, it's kind of in the works of being updated now but for me it was being on VC with my trainer at that time, Swathu, and we went through the server to basically explain what a mod will do in specific channels. But I believe Sara created a PowerPoint before that but we just never got to use it as we didn't have enough time. And then any questions that would be sent into the channel were sent in our threads and then answered there. We'd get corrected and told if we answered correctly.

**How was your experience while being a mod trainee?**

Honestly, it was terrifying because obviously you are in this new space with new people. You don't really know how to interact with them. You're kind of the new person on board. And then there was also the extra pressure of always trying to answer correctly because you never know if your position could be taken from you. So going into it was kind of daunting but the more



you do it, the more answers you get correct and you kind of feel a little bit more at ease.

**Did you have any moments where you didn't answer a question correctly?**

Oh yeah there were definitely moments where I couldn't answer correctly. Even now I'm making mistakes but it's a part of the process. We have constant updates within the server so it's hard to keep track sometimes. There are always gonna be slip ups along the way but the mods will always reassure each other in the channels. We always tag and say, "Oh you could have said this instead" and we would edit it and go back. But it's always a learning circle for us all.

**Right, of course. Does it get a bit less daunting after making that first mistake?**

I would say no. I think the first mistake is always the hardest but there was always that stressful fact of "Am I gonna slip up? Am I gonna make a mistake?", so it's kind of just not knowing if your answer is correct and waiting to see if the online mod takes it or if you're gonna get feedback but I guess the feedback aspect always helps with the mistakes.

**Now that you have become an official moderator and not just a trainee, how does it feel?**

It's still very weird, like being the newest moderator on the team. I still don't think I quite fit in if that makes sense because obviously I know everyone knows each other for so long and I'm just kind of there. But we get along pretty well so it's nice and I do think I'm doing well as a moderator, I like to think anyway.

**You must be, given your new promotion!**

**What are some differences between being a mod trainee and being an official mod? Is there any difference in completing tasks?**

I think one of the biggest differences is probably just the freedom you have as a moderator. For instance being able to just answer in the question channels without needing to wait for the confirmations is very different. As a mod trainee you have this in your mind that you've had someone check the answer you've given and you know that the answer is correct whereas as a



moderator you never know if you are typing the correct thing or misinforming someone so there's always that 'What if?'

**Right. Is that not so much of an issue now?**

I think you become more confident with it. The first few weeks after that are very hard but you just get used to it and it becomes second nature I guess.

**What kinds of tasks do you do as a moderator?**

We do a range of tasks. We do warn checks now and server quiz taker roles. We obviously answer questions and things like that. Moreover we are also gonna get new tasks as we progress. I think one of the new tasks we take on next week is the quiz task [for the Quiz Activity]. We are gonna be doing them ourselves from now on.

**How exactly, if you are allowed to say?**

I think so, I mean it's not quite official yet. We still need to announce it to the respective members of staff but it's essentially just going to pass from org staff to moderators so we'll be doing all the quiz hosting but org staff will still be responsible for recording the sheets and giving out hearts.

**Do you know what the reasoning is for making that change?**

I think there's so much pressure regarding the quota because I know with mods we've been having a few debates regarding the quota and some of us are struggling more than others. So taking on an extra task would definitely ease that pressure a little bit and also will take some pressure off org staff as they are kind of stressed out at the minute because they are kind of understaffed. It's helping both teams out respectively.

**Would you say they have kind of opposite problems with quota at the moment then?**

Yeah, org staff have a bunch of different tasks, as you can imagine, because of what they do. We mods need to get around 5 to complete our quota, we only have about 6 excluding other categories. So it's kind of hard to complete our quota within what we are given so taking on more tasks is definitely more beneficial for us to be able to complete our quota as well as helping out org staff with their responsibilities too.



### **What is your favorite moderator task to do?**

I think just being able to answer questions. But if I had to choose a specific task I think the quiz bots I do. I really love hosting them, I don't know why though. I just love it.

### **Have you had experience doing that before?**

Not on any other server. The first time I hosted a quiz bot, I was very nervous but once you get the hang of it it becomes pretty easy. You could say I have some experience with it now.

### **And what about your least favorite task to do?**

I don't think I really have a specific task; maybe answering non-verified peoples questions because sometimes they can be a little bit more impatient. And it can be a bit hard trying to answer them at a level-headed state of mind when they just keep going at you with the same questions but you get used to it and it kind of becomes a regular thing.

### **I guess that leads on to the next question, which is what are some of the challenges you have faced while being a moderator?**

I honestly think it is people being impatient as well as the rude people that come in because you can't imagine some of the things we see that the rest of the server doesn't get to see given they don't have access to some channels. But obviously being a moderator you need to face those things and just learn to move forward.

### **How have you dealt with these challenges?**

It's usually a case of banning them when they are rude and disrespectful in ways you probably can't imagine. And we'll probably discuss it a little bit if we need to but it usually involves banning and being done with it.

### **Part of your role is conflict resolution, right? Have you had any experience with that on the server so far?**

I wouldn't say directly though I think there have been an instance or two when there have been some conflicts within the server. But you just really gotta remain level-headed and go in it unbiased and try to resolve without



adding fuel to the fire so it can be a bit daunting but you just make do I guess and it kind of becomes a second nature to you.

**Would you say that the skills that you've learned from all of this experience has helped you or you think could help you in real life at all?**

Definitely! I think knowing how to adapt in specific situations can definitely be applied to real life no matter where you are. It could be while at a job or in a school situation; it could be anything and it's just a matter of being able to adapt quickly to the environment you are in.

**You mentioned in your staff introduction that you're a major introvert; would you say that has impacted your experience as a mod?**

Yeah I would say so. I think being introverted is hard in itself so having to interact with all these new people all the time is very hard. But the more you do it the more you get used to it and I just think I need to learn to apply that to real life situations too.

**How would you describe your experience of being a mod?**

I honestly think I've had a pretty pleasant experience. There've not really been any issues that I've had to deal with being a moderator I guess so the experience is bound to be pleasant. But I guess the more time goes on the more things will happen and that might change my opinion but as of right now I love being a mod and I don't think there's anything that could ruin that experience.

**Do you have a favorite moment or memory as a mod?**

I don't think I can think of any specifics. I just think in the mod team we all get on pretty well so we would know how to have a laugh or joke. I think if I had to pinpoint it would probably be the April fools thing Griz did the other day. [laughs] That was horrid but I don't think any of us would forget that, that's for sure.

**That's true, it did kind of bring... excitement [laughs] into my life. [sighs] Trauma, but excitement as well.**

**What about working with your mod team? How do you find that?**





I think we all tend to get on pretty well. I mean we've had one instance where we got into a little bit of a heated discussion but we resolved it pretty quickly and we all just get along pretty well afterwards. I would say, to know how to interact with each other is the key part.

**Has that come with time, would you say?**

Yeah I think for me especially. Going into it, I didn't really know how to interact with anyone but now I find myself talking to Kim for instance or Sara outside of just being a moderator. So it's really nice to not be constantly in that mod environment and being able to talk to them outside, like in *bathroombreak* channel.

**As a mod, do you work with the wider KSG staff team as well?**

Yeah we do. We tend to work pretty close with the org staff.

**What is that usually like?**

I would say it's pretty good. I mean as of now they are understaffed so it can be kinda hard to get answers within a short time period. So that makes answering people's questions a little bit harder but we always tend to get an answer no matter what so it's always nice being able to give reassurance to the members despite the wait.

**What about mentor staff?**

Not really. I think there's like a channel where all the staff can interact, have a laugh or a joke if we have the time but other than that, we don't really work directly with them.

**Have you had to train a mod trainee yet?**

Not necessarily. I mean Anna's direct trainer is Rara but if I or the other mod staff are available, we'll help by giving corrections and feedback to her answers in her thread.

**Oh, so it's kinda like a team thing almost.**

Kind of yeah but the main aspect of training is given by Rara.

**Would you like to take on a main training role if you get the chance?**



I would love to honestly. I think being someone's trainer would be really beneficial because it kind of lets me solidify my own knowledge as well as helping someone learn for themselves.

**Do you think it might be stressful at all?**

I can imagine it being very stressful but I think if you can manage your time well and with the help of the other online mods it would definitely be doable.

**It's nice that you guys can rely on each other as a team.**

Oh, 100%

**Azzy, you're a university student, right?**

Yeah, that's correct.

**What major are you studying?**

Law right now.

**Which year are you in?**

I'm only in my first year so...

**Aw, a freshman. [laughs] What is your degree workload like?**

It's very heavy. It's not really lecture based. We have I think 4 lectures a week which is minimal but it's mostly independent reading and learning which is the main bulk of our course so it can get heavy if you leave it behind.

**Does it get difficult balancing your moderating duties with your degree?**

Oh definitely because I wanna help out as much as I can but if I'm trying to focus on my studies it gets really difficult trying to divide the time. I do what I can.

**Have you ever had to take an excused period?**

Yeah I think I've taken one excusal period from staffing which was for 2 weeks i think but even then I still found myself trying to help out in the non-verified channel so I guess excuses probably aren't for me unless it's a server-wide thing. [laughs]



**I can kind of relate to that. [laughs] You tend to see stuff that you can help with even if you're supposed to be excused.**

Yeah I see we are the same way. [laughs]

**Does your law major ever help you in your moderating work?**

It's kinda hard to say. I think maybe I can write a little bit more professionally if I try to, I get that from law. But I don't really like writing professionally entirely because it makes me feel like I'm so rude and that there's just no personality behind my writing.

[laughs]

**Now, moving on briefly to the Yearbook Club! Azzy, you've been in and out of Yearbook leadership over the months - what originally made you join the club?**

Originally I was very intrigued with the whole idea of the club. I think I just wanted to be a part of something that was gonna be revealed to the server after the year. And just know that I had some sort of hand-on experience in regards to helping with that.

**So, you were the club leader for a while, what was that like?**

Honestly, that was one of the most stressful times of my life.

[laughs]

I think I can say it, the leadership that we had at the time, I won't say the names but I think they both left the server now anyway, it was very... one person run, if that makes sense. Like, it was just me contributing to it and it became very stressful. I think I was a secretary at that time and then later moved up to being a leader because it was purely just me. But things are very different now.

**Is the current leadership a lot better then?**

Oh, 100%! Griz, Tteok, Astro and Kei are so helpful and so lovely honestly. I couldn't ask for a better leadership team.

**How long were you the leader for, if you remember?**

I don't remember. I think I was the leader from August to December, it might have been less than that I'm not quite sure.



**What made you step down from the role?**

I was dealing with some pretty bad health issues so I just stepped down to kind of focus on myself for a little bit because the stress was too much.

**How did it feel after so many months away from the club to come back to the club as a regular member?**

Honestly, it was weird because I was a leader for so long that it just felt unnatural to not instinctively help out members with their questions and just kind of sit back and stick with the task I was helping with. I think that in itself was really weird.

**Is that the reason why you have now rejoined club leadership?**

Griz DMed me actually and she was just like “I don’t know how you did it” because she was struggling and then I kind of volunteered to help out and it kind of just led to where we are now. I had no intentions of joining back as leadership but it kind of just worked out that way I guess.

**Has it been manageable so far?**

So far definitely, I think Griz takes on the burden of the work all by herself and I do feel sorry for her, bless. But... I don’t really know where else I can help out and now we have Tteok as well who joined recently. It's gonna be more helpful in distributing the tasks and each person has their own head.

**So you’re in club leadership, a mod, a head staff, learning Korean, a full-time student... How do you manage all of that?**

Easy answer, I don’t. [laughs] I just kind of prioritize what I need to at that time and just kind of go with the flow I guess. I don’t really have a plan. I do what I need to do and move on.

**Does it ever get difficult to do so?**

All the time, but I kind of find my balance eventually. I just need to take a few days to get my head straight every now and then because I swear it can get very overwhelming if you just take on too much.



**For sure, it's an important thing to keep the balance.**

**What are some of your hobbies?**

As of recently I think, just walking. My boyfriend and I go out because our campus is right near the beach. When the tide is up, we go all the way up the tide and look for crabs and collect shells. I don't know, we just enjoy it, you know, being in each other's company.

**That sounds really sweet. [laughs]**

[laughs] It is!

**Have you ever been to the beach at sunrise or sunset?**

Absolutely. You know what I'm like with my sleep; we'll just go there and watch the sunrise if we are both awake.

**Does your boyfriend have as bad [a] sleep [schedule] as you [do]?**

He did, he's fixing it. [laughs] Mine on the other hand is staying very steady.

**Oh dear, it's a poor sleep couple, wow.**

[laughs]

**I guess you guys match, at least.**

We do!

**And you must have some nice pictures... of the sunrise**

Oh, yeah, definitely! I thought you meant of us, I was like no, we're not-  
[laughs]

**No haha. I mean probably you do have nice pictures of you guys, I'm sure, but I'm not asking for those. [laughs]**

Yes, sunrise pictures we have!

**That sounds really cool. Yeah... the nicest sunrise picture that I have is also when I pulled an all-nighter which is... deeply shameful. [sighs]**

[laughs] It comes with the territory. If you're a uni student it's just gonna happen you know.



**This is true, it's part of the uni experience I would say.**

**You're an ARMY, right? How did you get into K-Pop and BTS?**

Honestly, I think I just came across one of their songs and then I didn't really get into them. I guess I just liked it, distanced away, and then, I don't know if you've seen it, but do you know James Corden's Carpool Karaoke? He did an episode with BTS. I think that's what kind of solidified me being an ARMY, you know.

**Ah, interesting! Do you usually watch James Corden Karaoke's?**

Nope, never, it was just recommended to me on youtube and I was like "You know what this seems fun let's just watch this"

**[laughs] How did you end up deciding to stan their content as opposed to just their music?**

I think that episode really highlighted each of their own personalities and I was just kind of intrigued to see and thought of what else I could dig up on them I guess? That sounds really weird but just like researching them a little bit more and getting to know each member individually was kinda nice.

**Would you like to elaborate a bit more on how you did that?**

I would just look on youtube and you know the compilations of BTS. I would look at each member individually just to get an idea of their personalities and that kind of reflected into music I guess.

**It's really interesting doing this part of the interview because everyone has such different stories on how they got into BTS.**

Yeah, it's kind of weird innit? Like, we all had our own stories but yet all come to like the same thing.

**Yeah, different routes to the same place.**

Precisely

**Do you listen to any other groups as well?**



I do. I listen to a lot of other groups. Especially as of lately I've not really been - this is really bad - I've not really been into BTS as much as I would like to as of lately. It's mostly been like BIBI, Dean, kind of like the K-R&B kind of side.

**Oh, is that more of a new interest or have you always listened to Korean RnB?**

I think I've always listened to them but my boyfriend kinda listens to, like, you know typical UK rap music? [laughs]

[laughs]

So he's kind of pulled me away from the K-Pop side of things but the last couple of months I've been back into it so it's kind of nice coming back into it as a refresher, I guess.

**You've had some really pretty TXT and IU profile pictures in your time on the server thus far - in fact, you're practically infamous for them at this point haha.**

[laughs]

**Where do you usually get your pictures from?**

Honestly just Pinterest. I can scroll through there for hours. My ultimate goal is just to find profile pictures for every single occasion I can think of.

**[laughs] What makes you decide to change your profile picture usually?**

Honestly if I just get bored of my current one and I'm like, "Yeah I'm kinda used to this, like it doesn't really fit my profile anymore let me just change it completely" haha.

**Right, I see! Are TXT and IU other Korean artists that you follow?**

Yep, definitely! I think not as much as I used to but they make really cute profile pictures.

**Do you watch K-Dramas as well?**

I do, yeah.

**Oh, would you like to name one that you really like?**



Oh god that's really narrowing it down. I think one that I've really been into is probably *Sweet Home* or *Happiness*, that kind of genre of k-drama I'm really into.

**Oh, okay, interesting! I wouldn't have quite expected that, I might need to discuss K-dramas with you.**

Why?

**Well, *Sweet Home* and *Happiness* are both like zombie, monster, kind of... action, gory types of dramas**

Oh. [laughs]

**[laughs] Not that that means they are not good. I've heard great things about both of them but I'm too squeamish to watch.**

That's fair, I'm usually into the light-hearted kind of romantic dramas but I don't know. As of recently, I've just been really into the gory, zombie side of the K-dramas. I think it was - you know *Duty After School*, the new one that came out, it kind of just reminded me of the old zombie classic K-dramas.

**That's interesting, have you seen like *Train To Busan* and all of those then?**

Of course. [laughs]

**Yeah, can't miss those if you're watching the zombie classics.**

Absolutely not.

**Oh, was that - did you take the lead on that tournament question then?**

Oh you have no idea. That was my question, like that was the perfect question honestly.

**[laughs] Do you feel like the K-pop content and K-Dramas have helped you with your Korean learning?**

Honestly I wish I could say they do but I just get so involved in watching and thinking about what's gonna happen next or listening to the music that I don't really think about Korean itself. I kinda just get sidetracked. I mean I pick up a few words here and there but nothing to really develop my learning anyway.





**Have you tried using Korean content as a study tool?**

I've tried but I just get way too distracted. So I need to kind of stick to the typical textbooks to learn because with anything other than that, I just get too entertained honestly.

**So, you mentioned that you've been on the server for nearly a year now! What do you think about the changes that have been made in that time, not only as a server but in terms of the organization of moderators tasks and duties as well?**

Honestly I think all the changes have been very beneficial for the server as a whole. Same with the mod staff. I don't really think I have anything to add in regards to improvements, it's all pretty self explanatory. I think the hardest thing when it comes to improvements is that we often have to keep up and remember the changes, like for instance the hangeul 101 course has changed from 14 days to 28 days, we have to remember little things like that because when we are questioned about it in the question channels it kind of becomes difficult to get that old answer out of your head.

**So would you say you don't have any changes you would like to suggest?**

Not really. I think the hardest thing right now is probably the lack of mentors but I know the social media team is working hard on coming up with ways to advertise the entrance of more mentors so I'm not really worried about that in terms of improvement.

**Did you have any expectations going into the moderator role, when you first applied?**

Not really. I was expecting it to be a lot of hard work and tons of pressure, I guess. Because you don't really wanna mess up and tell members the wrong thing. Other than that, not really.

**I'm guessing you found that it... was the hard work that you were thinking.**

I think it became a lot harder than I thought it would be actually in terms of content. Because there's only this much you know and you have to keep learning new things. Even now I couldn't tell you everything about the server inside and out but I could tell you quite a bit of it, you know what I mean? We are always going to be learning.



**Would you recommend the moderator position?**

Absolutely! If someone is available and they think they can do it, definitely do apply. I know right now we are kind of behind on applications; we have a few left to welcome. But we are working on changes constantly and we are always going to need moderators so I would recommend it.

**What advice would you give to anyone wanting to apply to be a mod?**

Honestly, just don't overthink it. I think that's probably the main issue. People overthink their answers and make it more complicated than it used to be. It just needs to be simple and easy to understand by the members. It's a nice environment to be in. We're all there to help each other so... mistakes are gonna happen no matter what and as long as you learn from them, don't stress about it, don't worry.

**Do you have any goals for 2023 or for the near future?**

Not really. I think mostly just to focus on myself and potentially improve but other than that not really.

**Does improving your health come into that at all?**

Yeah. I mean, I'm trying to get there but I can only do so much from my end of things you know.

**Yeah, I guess maybe it's more of a hopeful wish than like an active goal.**

Yeah something like that. [laughs]

**[laughs] Well it's definitely a wish that I have for you.**

Aw, thank you!

**We're done with all of our questions now! Do you have anything you would like to add before we close the interview?**

Not that I can think of.

**Okay! In that case, thank you so much for your time, Azzy, and I hope you have a really lovely year ahead of you and also that you can hopefully start getting a bit more sleep!**



You too. Thank you for the interview, by the way. That was very nerve wracking!

**Oh! Well... to be honest, I feel like I get better each time but then I always get nervous at the very start, as well.**

Oh no, really?

**Yeah... then I settle into it, I think.**

Yeah I think that's the same for everyone but there's always going to be nerves no matter what.

**[sighs] Yeah, you would have thought that I have unmuted enough times on this server but I think it's the... fact that it's being recorded, maybe?**

Oh, the recording is the worst part I think.

