



August Interviews

Interviewee: Rara
Capacity: Moderator

Hello Ra, how are you today?

I'm doing good!

We are here to interview moderators for the yearbook. To start, could you please introduce yourself? How long have you been on the server?

Hi, I'm Rara and I've been on this server since July 2021.

When did you decide to become a moderator?

Okay... starting with when I was new to this server, I was very curious and had lots of questions. I was so impressed that there were Moderators who helped me navigate the server and answered my questions. Two weeks later, whenever I had questions or queries, I would find myself in the server questions channel which made me realize that I wanted to help them out as well. That's how I decided to join the Moderators' team.

And how do you find your experience?

My moderator experience was very fun. Starting from learning server rules and eventually getting confused when the Moderator training system was implemented, I went from a Moderator to a Moderator trainee because I realized I needed training as well.... It was a whole cycle <laughs> but I loved it.

Did you receive training again after becoming a mod?

Yes, that's correct.

So that means you were one of the first trainees, correct?



Indeed, that's correct. Let me tell you something.... I was someone who suggested a separate role for trainees.

So there was no role before you joined?

No haha, I applied and boom I became a Moderator.

How was the training experience at that time - when you first joined?

It made me quite comfortable being able to answer in our trainee threads because whenever there was a question that had to be answered, although I had my doubts with whether I was answering it correctly or if there was more information needed, it actually helped me while I observed our OG Moderators.

Oh, so there were separate threads for trainees when you joined?

Yes, there are separate threads for each trainee that are guided by the OG Moderators. During training, they'll assign you some tasks like warning members or kicking inactive ones. So, it was a cool experience because our Mods are so friendly and supportive

How did the training system improve from when you first started?

The training system was implemented around the beginning of 2022. I believe it was February, I guess? As for improvements, the system hasn't changed much since we still share our common staff tracker to track our tasks weekly. However, although I am a moderator, I can't see the training threads since I'm not training anyone as of yet.

You've been a moderator for quite some time now, what do you think is the best part about being a moderator?

Come to think of it, I can't believe that it's been a year already <laughs> but the best part of becoming a moderator or a staff member is being able to help people that are new to the server and getting to know other staff members. I used to be intimidated by Admins and Organizer staff, before becoming a Mod, but getting to know them made me realize that everyone is just very nice and fun to work with - they are all cinnamon rolls actually [laughs].



What is your favorite task to do as a moderator?

Personally, I think all our Moderator tasks are quite fun whether it's guiding and assigning new people for server tours, keeping track of people who joined the server, warning people who break the rules or just simply answering server-related questions. Every single task is interesting.

Griz: you've got to pick one, the most favorite favorite task of all heh

I might sound like a villain if I choose giving warnings, wouldn't I? [laughs]

What are some of the challenges you've faced while being a moderator?

Ah yes, speaking of challenges... As a moderator, even if we're strict with following the rules we have to be very careful not to sound too intimidating or too friendly. Otherwise, people might take us for granted. Sometimes, there are people that ask questions, despite the answers being clearly written in the rules, but they can't find it because they haven't read the rules. People also used to whine and argue "why do we have a server tour". The new system of people watching the server tour videos was a relief in all honesty, because I'm forgetful so I have to go through the rules again in order to answer people on how everything works around the server.

Griz: You mentioned server tour videos being added is a relief, in what sense is it a relief?

In earlier cases, people used to complain because they were unable to make server tour timings due to their schedule and it was rather sad to see them leave and say things like "this isn't a military" or that we are being too strict. Therefore, videos are better because they can watch server tour videos or attempt quizzes at their own pace although we do give them a deadline to complete the entire process.

How have you managed to deal or overcome these challenges?

To overcome these challenges, I go through rules and mentally keep notes of changes while I have to answer questions. For example, I recently came back from an excused period and I see the changes made in regards to joining clubs so I have to understand the steps myself, then make note before answering club-related questions. I hope you're understanding what I'm trying to say.



You mentioned in your staff introduction that you're an introvert. Does being an introvert affect how you approach conflict in regards to the server?

Yes, I am an introvert but I find myself opening up to people with time so I don't find it difficult while expressing myself. But as we're talking in text and I'm not good with my wordings so I often prefer using tone tags to avoid any confusion while talking with the team.

Griz: If that's the case with your team, what about with people you are not used to? You mentioned earlier that before the server tours changed people complained, would you being an introvert affect your ability to communicate with them?

Ah, in that case, we try our very best to make them understand that we have a system and we have quotas here for a reason. This is to help people keep learning. We politely tell them, in case they find the server "too strict", that maybe this isn't the server they're looking for but we do not tolerate any sort of over the top rudeness..

How long have you been studying Korean?

It's been a year since I started learning Korean. <internally screaming in awe>

How did you get into learning Korean?

I wanted to learn about BTS lyrics in depth, comment in Korean on their VLives and understand the conversations without subtitles. You can say that I wanted to be an ARMY translator and that's what motivated me to learn Korean. I've been an ARMY since 2019.

Griz: So the Boy with Luv era was your first comeback?

Yes, that's correct. *Boy with Luv* was my first comeback with BTS.

You mentioned you watch K-Dramas in your introduction. Did you start watching them before or after you started learning Korean?

I started watching K-Dramas before learning Korean although I had only watched two dramas which were *Hwarang* and *Hotel Del Luna*. Eventually, I started watching more after I joined this server. Watching K-Dramas helps a lot with learning pronunciation, words and sayings.



Yeah I was just gonna ask you, do you think watching K-Dramas has helped you with learning Korean? haha

Yes haha. Honestly, dramas help a lot.

What are your favorite K-Dramas?

Ah, that is a difficult question. Since you know I'm a picky watcher, any drama that I manage to finish is automatically added to my list of favorites.

What genres do you like to watch?

I mostly like to watch horror, fantasy, thrillers and slice of life. You can say I'm not a very big fan of romance.

What are you watching right now?

Currently I love watching *Alchemy Of Souls* and *Extraordinary Attorney Woo*.

Are there any K-Dramas that you would like to recommend?

If you're into horror... have you watched *손 : The Guest*? I finished it, like, 2 weeks ago and I like it a lot.

How many languages do you know?

I'm fluent in 3 languages, which are English, Hindi and Odia. Odia is the language of my state. Currently, I'm learning Korean and Arabic so I'm hoping for two more additions in the future.

Do you think knowing these languages or just knowing multiple languages in general has helped you in your journey of learning Korean?

When I was new to learning Korean, romanizations of Korean words and sentences used to be my savior [*laughs*]. Otherwise, translating apps or Twitter were also helpful in learning common words used when I wasn't on this server.

How do you manage to juggle studies, learning Korean, moderating and club leadership duties?

Okay, when I'm taking classes, I can't use my phone but when I'm home, I keep my phone aside while studying (but check it from time to time). I also



have notifications on for the server in case I get any pings. As for learning the Korean language, when I don't have exams, I can manage learning but when I have exams, I have to completely focus on them which is why I dropped the textbook course and haven't rejoined. Otherwise, being a part of the K-language club and Twitter Crew helps me keep track of my Korean learning. Whether it's attending club meetings or searching for materials for both club and Twitter Crew posts I manage to somehow grasp a few things.

I believe you guys work with mod staff, how is working with them as well?

The Moderator team has been amazing to me right from the start! They're very welcoming. As time goes by, we have new trainees, who eventually become Moderators so it's nice to see the team growing so well.

I believe you guys work with organization staff too, how is working with them as well?

Fun fact #2: Back when I was new to the Mod team I was thinking about jumping over to the Org team but I couldn't bring myself to do that because I couldn't leave them. Anyway, yes the Org team seems very cool to me.. They're all on point when it comes to getting tasks done and keeping things organized on the server so I like to see the Mod and Org teams interacting.

Griz: That's great! And you guys have good communication, yes?

Yes, definitely! Sometimes, there are questions that can only be answered by the Organizing staff so we have to ask for their help and they always come to the rescue haha.

You mentioned you aren't currently training anyone. Would you look forward to training someone in the future?

I haven't really thought about that yet but if someday I get the opportunity to do so, I'll try my best to train them because that's what I should be doing.

Since you aren't training anyone, do you have any advice for the current trainees?



Advice for current trainees... Hmm..... I would say a piece of advice that I'd like to give to current trainees is 'communicate - Whether it's within the team, or with other staff or server members' because it's important to get your point across. The staff team is always there for you so don't hesitate or feel intimidated since we're all here to help each other.

Keeping mod trainees in mind we have one final question for you. What advice would you give to anyone wanting to apply to be a mod?

Being a moderator is a responsibility of its own. It's more like a learning process to me honestly, to be a part of the team, you should know how the server works in general. When you become a part of the team, you get to learn new things and witness changes being made to the server. Since we're growing you should be headstrong when it comes to giving warnings since you have to watch out for people breaking rules no matter who that may be. So, it's gonna be a cool experience.

