



# SUBU Discord Guidance

Your guide to making the most of Discord for your Club or Society.



# This guide will cover:

1. An introduction to Discord
2. New Server set up
  - a. Setting up Administrator Roles
  - b. The benefit of using Communities
  - c. Rules for Clubs and Societies using Discord
  - d. Wellbeing channels: Signposting to appropriate support
3. Dealing with issues in the server
4. Do's and Don'ts of running successful servers



# An introduction to Discord

*"Imagine a place where you can belong to a school club, a gaming group, or a worldwide art community. Where just you and a handful of friends can spend time together. A place that makes it easy to talk every day and hang out more often." - Discord*

Discord is a great way to keep your members in touch outside of your in person events and activities. With a wide variety of functionality to improve the user experience, Discord has grown in popularity among Student led societies.

Discord utilises a function called 'Servers' which are groupings of specific people within the platform. You can be a member of multiple servers on Discord and engage with multiple groups this way.

Each Server has the option to create 'channels' where groups of people can discuss and share their passions and interests on more specific topics.

Due to this, Discord is a very popular platform among the gaming community.

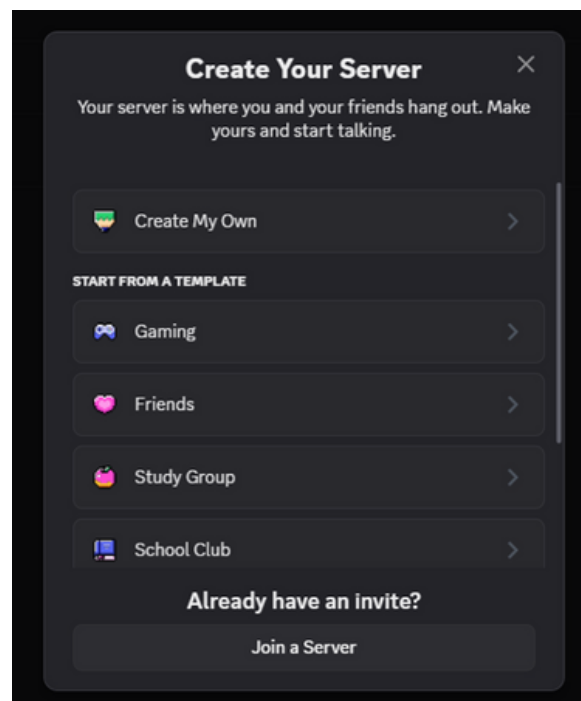
# New server set up

Whether you want to set up a brand new Server or update an existing one, this section of the guide focuses on the key things to consider when setting up your Server.

To use Discord, you will require an account with the Discord platform. You can use Discord through PC or Mobile depending on your preference.

*Top Tip: We recommend setting up your new server via a PC or Laptop. You can access Discord through a desktop app or through a web browser at [discord.com](https://discord.com).*

On the left of your screen there is a bar with a '+' sign, this will give you the option to create a server. There are also helpful videos on YouTube to walk you through this process.



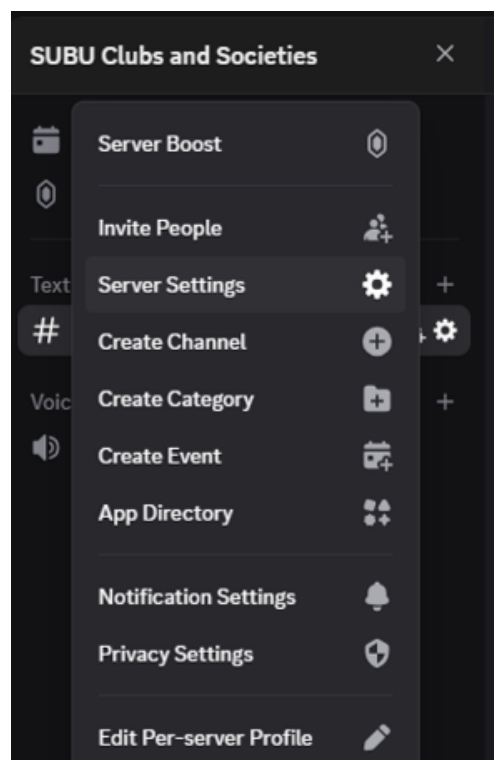
Once you have created a server, what's next?

# Setting up Administrator Roles

The first thing we suggest that you do is set up an administrator role for your Committee Members. This will enable your Committee to have increased permissions to monitor and maintain the Server.

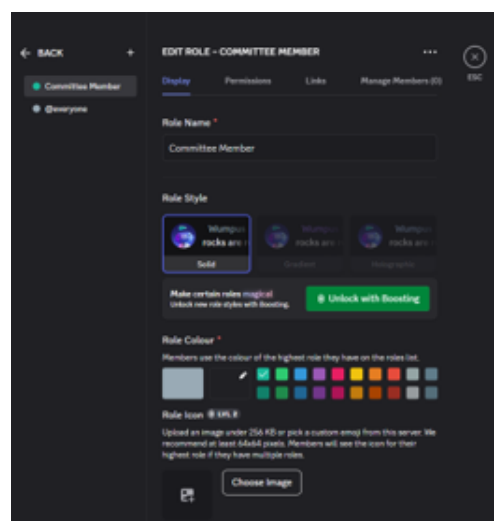
To set up a role:

- Navigate to the drop down menu from your Server Name
- Go to **Server Settings** this will bring up a number of options including **Roles**.

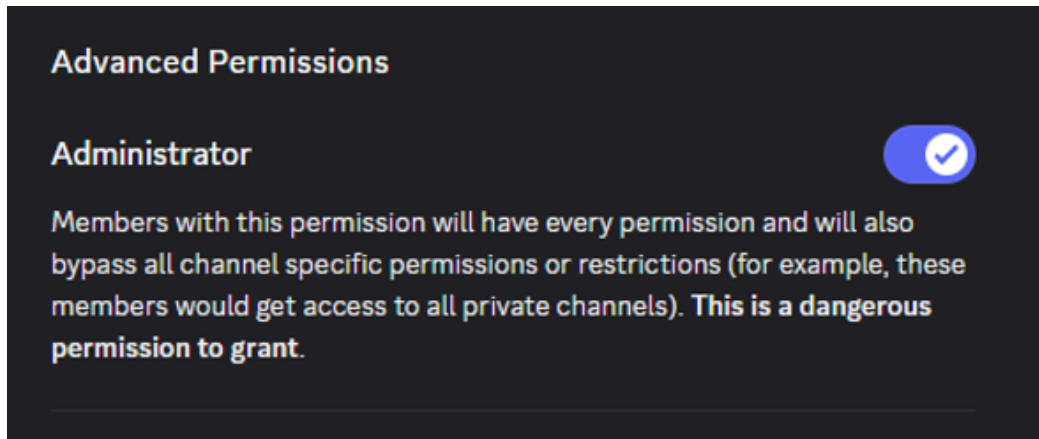


This will bring up your role creation screen. From here, you can:

- Rename the role. We suggest naming the role Committee Member so it's really clear to your membership who is on your Committee while in the Server.
- You can also customise the colour their name appears in chat to support with this. For this example, we chose Cyan.

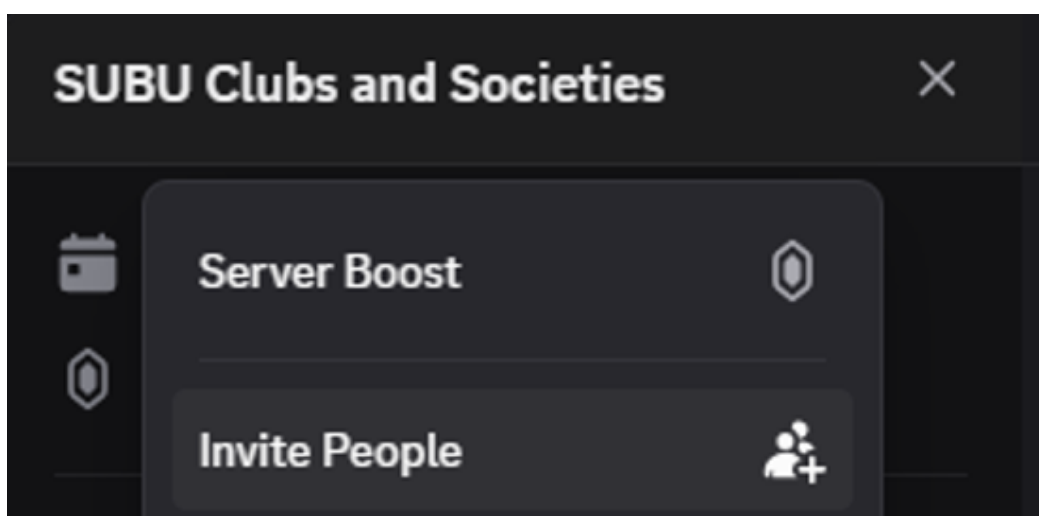


By using the section options on the top right of the customisation screen, you can also allocate permissions to your Committee Member role. For this role, you want your Committee Members to act as administrators for this Server so scroll to the bottom of the Permissions tab and enable Administrator:



Once your role is set up, you will need to add your Committee members to this role to grant their permissions. You can do this via the Manage Members tab in the top right tabs and search your Committee by name.

If your server is new, you will need to send them an invite link before you are able to do this. You can generate an invite link from the dropdown menu under your Server Name and either invite your friends or copy the link to send to your groups chats:



# Communities

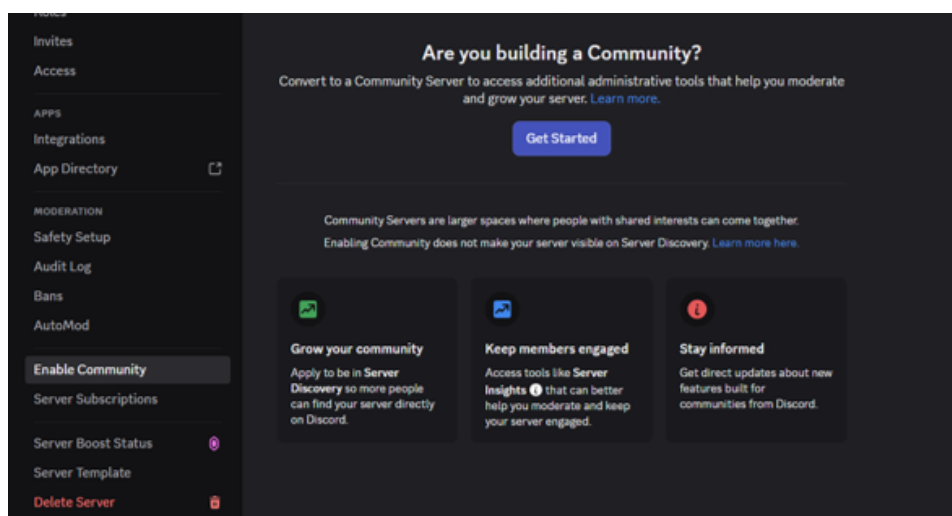
Communities is an option offered by the Discord platform that provides your administrators with additional functionality to improve the experience of your members. The benefits of using Communities include:

- Specific channels for rules and guidelines within the Society's server
- A dedicated Welcome dashboard that guides new members through your channels to help them familiarise themselves with your Server
- Additional security and safeguarding measures built into the Server

## Setting up a Community

Once your server has been created, you can access a number of settings by clicking a drop down from your Server name. For the purpose of this Communities walkthrough, you will need to navigate to the Server Settings option.

From here, you will need to navigate to the Community < Enable Community button in the left hand navigation panel.



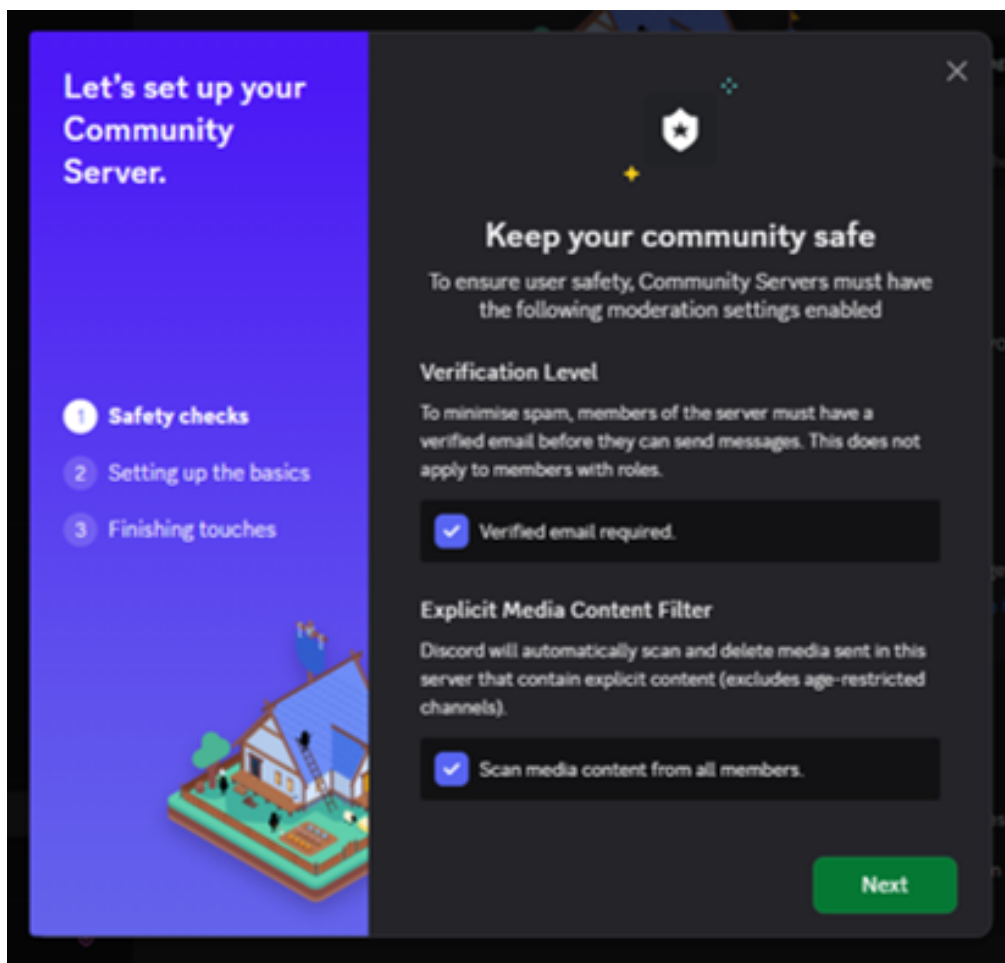
There are 3 steps to turn your Server into a Community Server:

- Security Checks
- Setting up the basics
- Finishing touches

## 1. Security Checks

When setting up a Community, we recommend enabling both of these features to keep your Community safe and welcoming for all members:

- Verifies email required - This will help minimize spam accounts from joining your server if they happen to find the link.
- Explicit media content filter - this will automatically scan and delete inappropriate media from your server

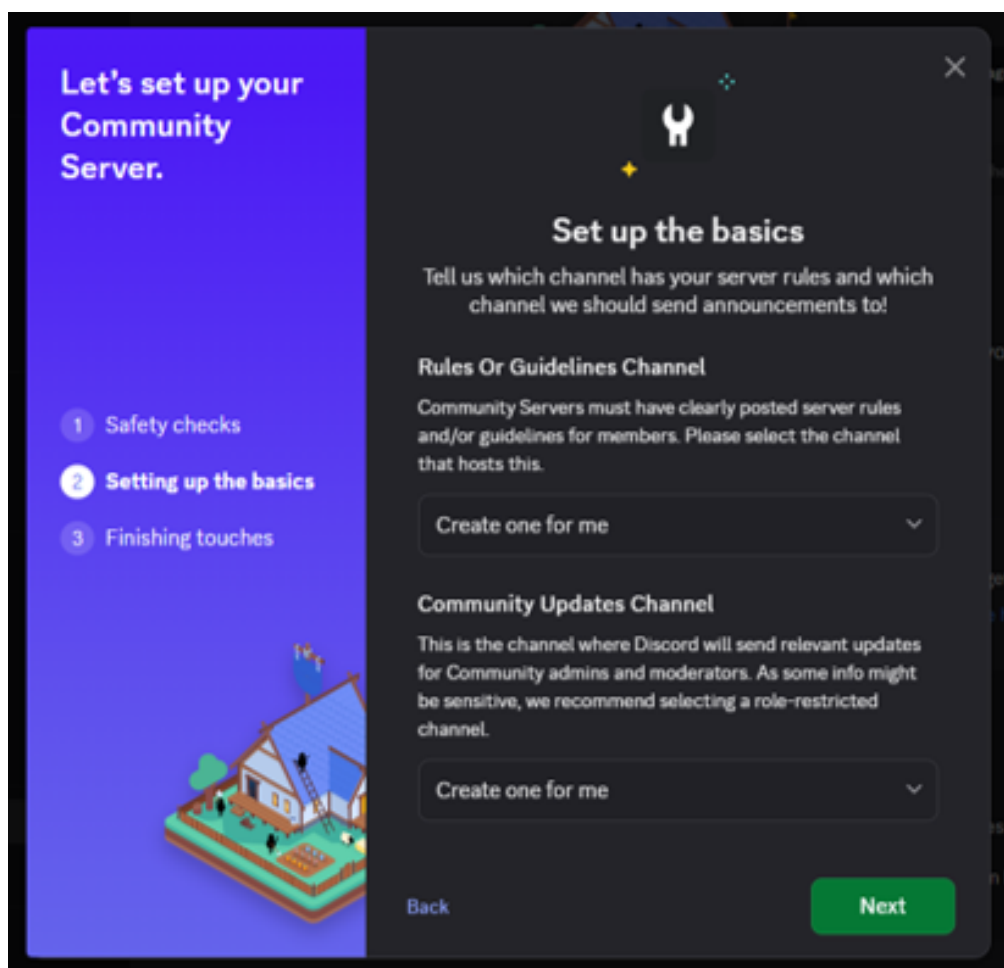




## 2. Setting up the basics

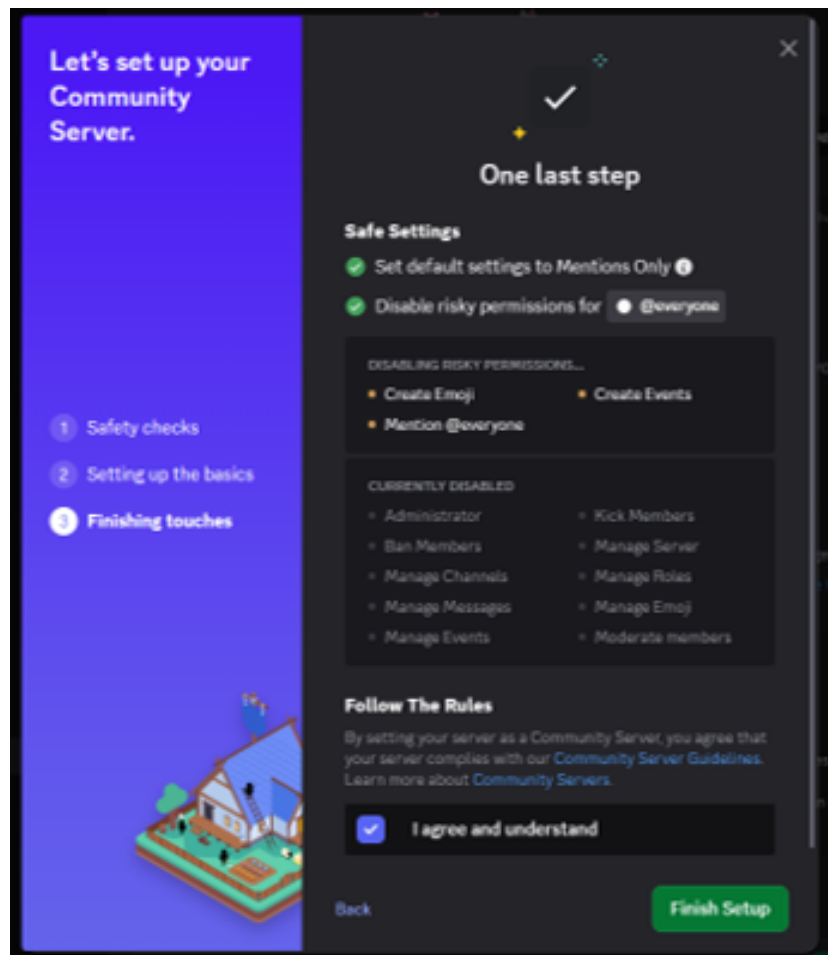
When setting up a Community, we recommend enabling both of these features through “Create one for me” to minimise the amount of manual set up you need to do as part of the Servers creation:

- Rules or Guidelines channel - This channel will allow you to prominently display the expectations for members behaviour while a member of your Server
- Community updates channel - this option will create a dedicated channel specifically for your administrators which can be hidden from the wider server membership.



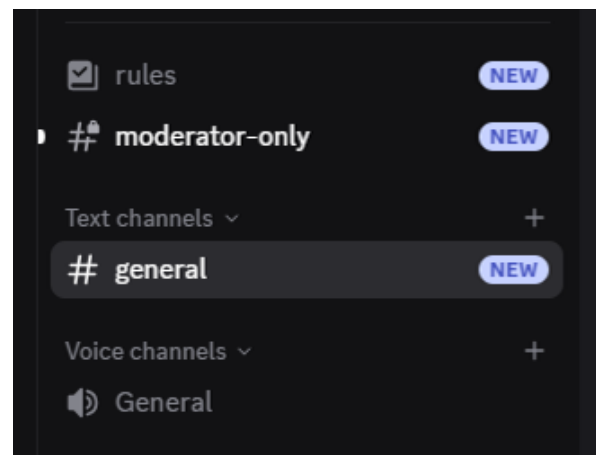
### 3. Finishing touches

This step will require you to read the relevant guidelines provided by the Discord platform and select I agree and understand.



## What's next?

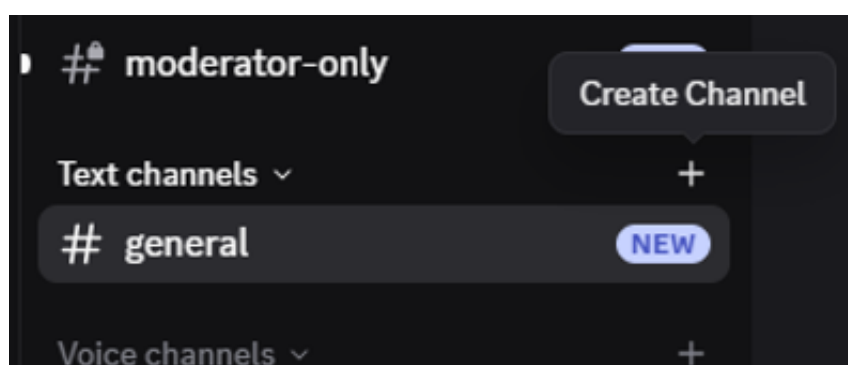
Once Community is enabled for your server, you will see your brand new rules channel and moderator channel available in the left hand navigation panel.



From here, you can now create additional channels if you haven't done so already. To add a new channel, click the + icon next to the Text or Voice categories.

Each category will create a specific type of channel. The text channels function like a group chat where members can send messages to the wider group. Voice channels create a voice call group that members can drop in and out of as needed.

You can add as many channels as you like, but be specific in why you are creating them and name them something descriptive and appropriate. Refer to the Do's and Dont's section of this handbook for specific guidance on what you cannot create channels for.



Once you have set up your initial channels, you will need to check the channels permissions by clicking on the small gear icon next to your channels name and navigating to Permissions.



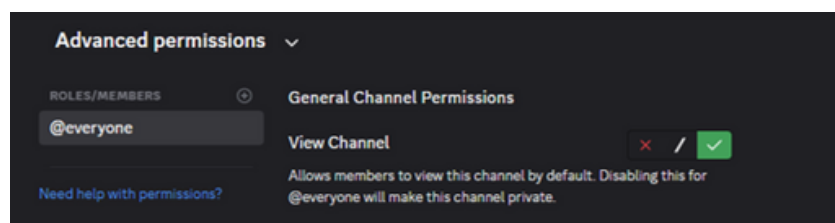
To get you started, we suggest you enable the following permissions for @everyone:

#### General Channel Permissions:

- View channel

#### Membership Permissions:

- Send Messages
- Send Messages in Threads
- Create Public Threads

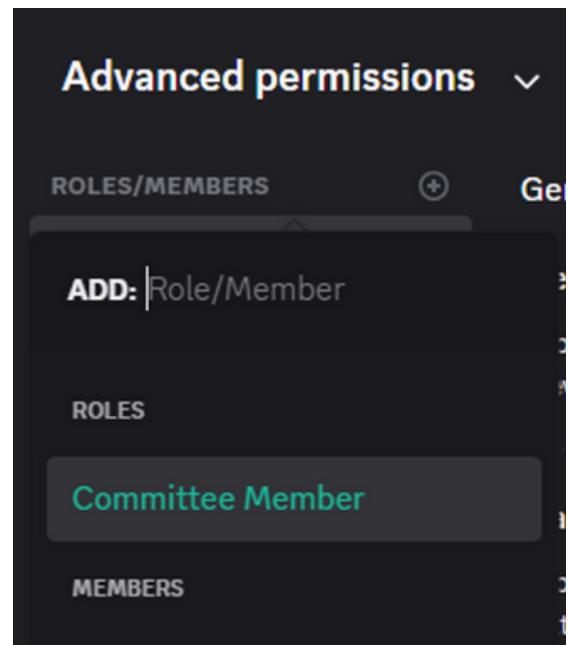


You will need to add your Committee Member role into each channel and enable all permissions to ensure your Committee can moderate the channels effectively.



You can do this by clicking the + icon next to Roles/Members and selecting your Committee Member role from the dropdown menu.

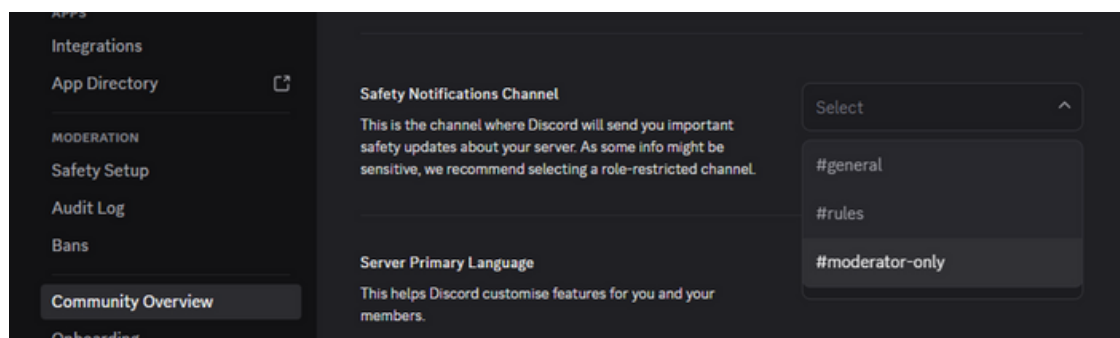
This will automatically allocate anyone with that role assigned the relevant permissions within that channel.



## Community overview

Once your Community is set up, you can now view an Overview of the settings you have enabled via the **Server Settings < Community < Overview** option in the left hand navigation panel.

We suggest ensuring that Safety notifications are set to a moderator only channel as this will prevent any sensitive information being sent to your members as a whole. We also encourage you to put a short description to appear alongside any invite links you generate. Now your Community is set up, you can explore onboarding your members via the Welcome Screen

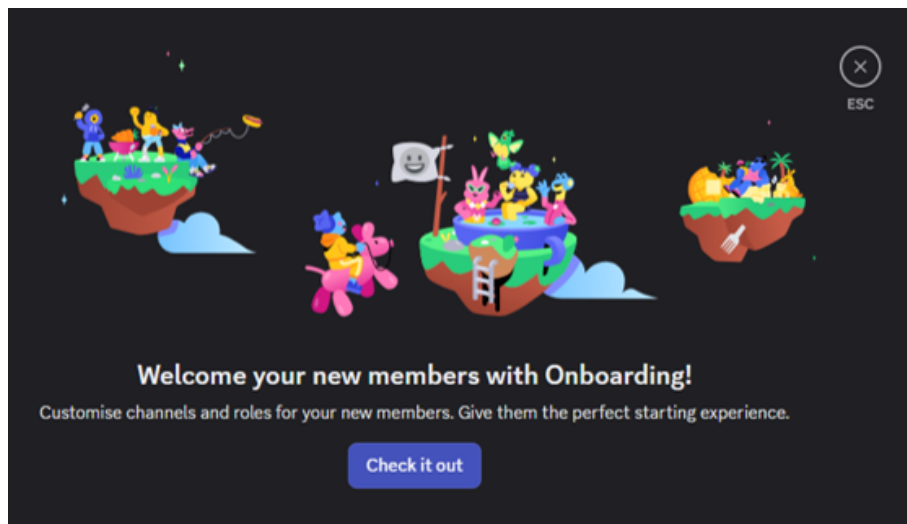


# Onboarding your members

Now your Server is set up as a Community, what is your members' onboarding experience?

Onboarding refers to what a member of your server will see the first time they join your Server. This includes a number of features we will walk you through. These features can help make your Server more welcoming to new members and help them to familiarise themselves with the different channels in your server.

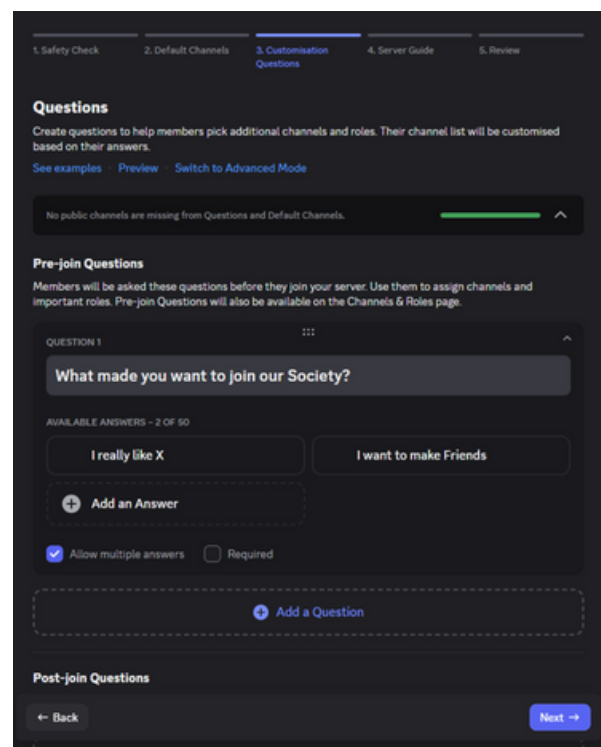
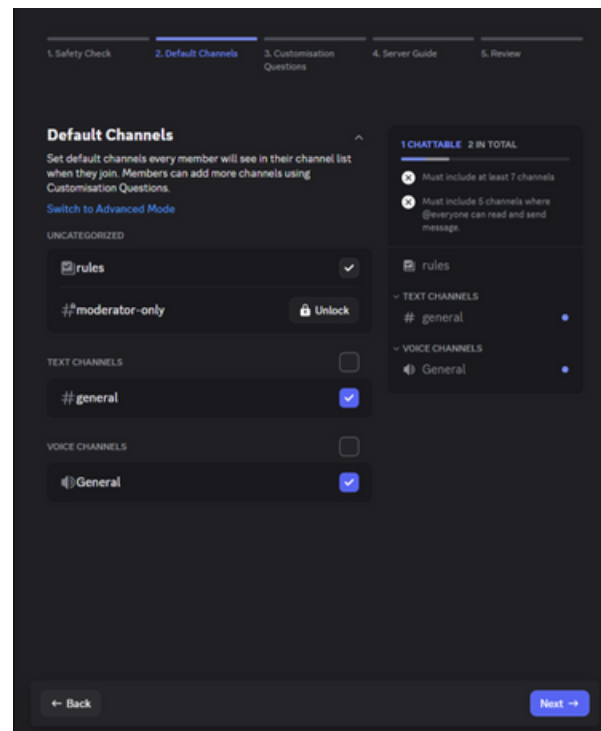
To set up your members onboarding experience, you will need to navigate to **Server Settings < Community < Onboarding**.



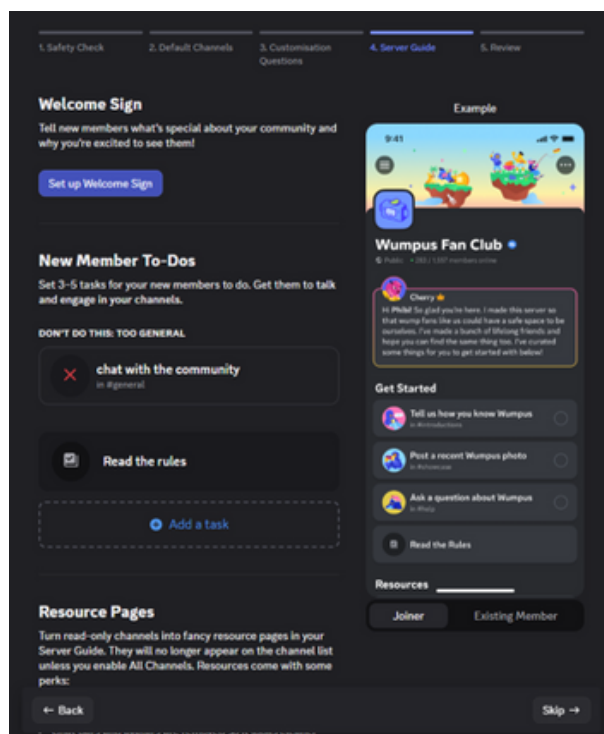
## Setting up onboarding

- Security Checks - This section enables you to add in additional security add ons in addition to the ones enabled automatically through your Community set up.

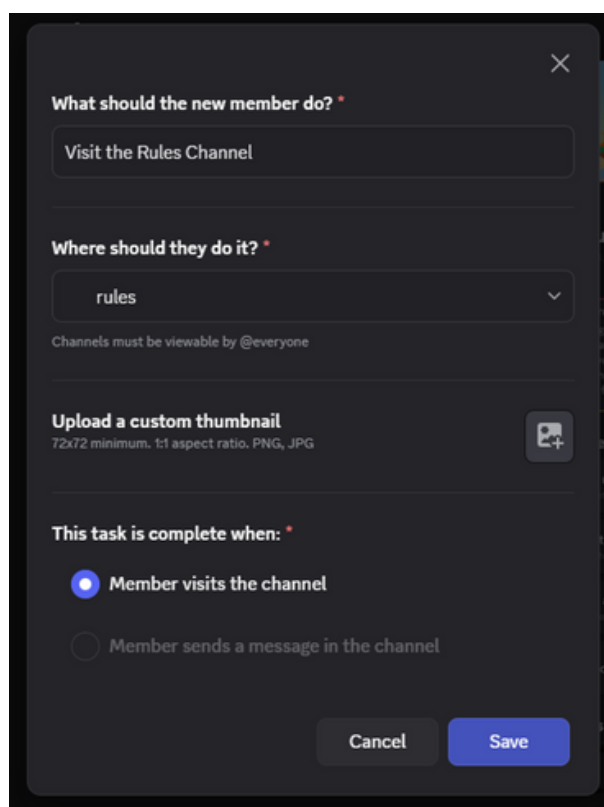
- **Default Channels** - When creating a new Community Server, you need to create a set of channels all members will be able to see. These are referred to as default channels.
- **Onboarding** requires a minimum of 7 channels. This does not include moderator or private channels. We recommend channels like; General, Memes, Socials and Events, Fundraising, Wellbeing resources, gaming etc.
- **These channels create designated areas** for your members to connect with each other. It is important that you set up your channels before trying to set up onboarding.
- **Customisation Questions** - This allows you to find out more information about those joining your Server including their specific interests in your Society. These questions must have a set of pre-set answers to choose from but this is not a requirement to set upon boarding.



- **Server Guide** - This is your opportunity to give your Server a bit of individuality. You can add in a Welcome message through the 'Setup a Welcome Sign' option, add To Do's that include visiting certain channels and reading the rules of the Server. The rules option is added in automatically by the options selected when setting up the Community.

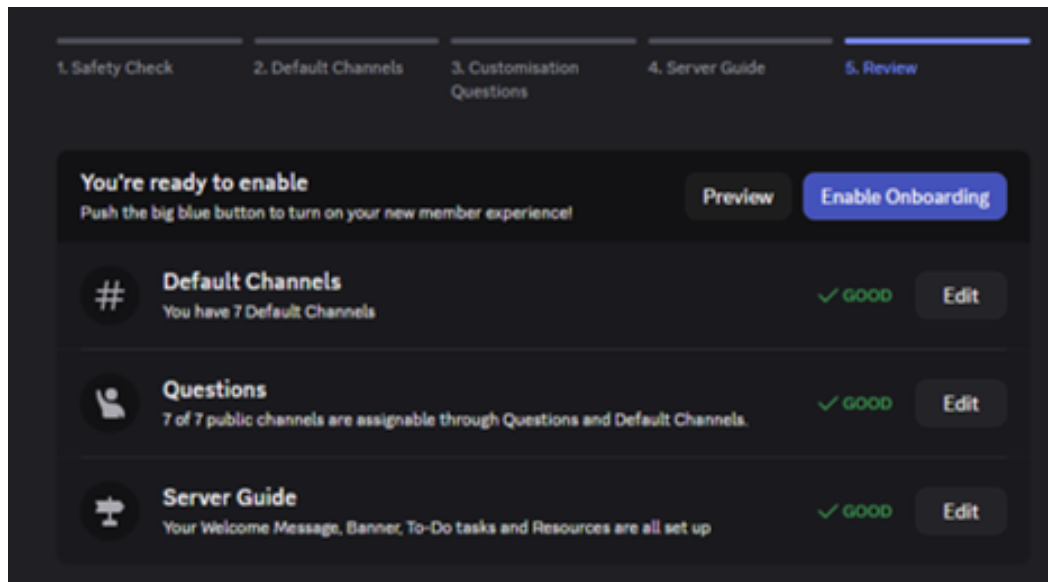


- Using the 'New Member To-Dos' section, you can set specific tasks for your new member to complete, this includes visiting a specific channel, and is a nice way to introduce them to the Server. You can allocate where this task takes place out of your channels and allocate what counts to complete the task i.e. visit the page or engage in it.
- You will need 3 tasks to complete your set up.





- Review - This page will give you an opportunity to check you have everything set up as you wanted it and how the system requires it. If there is a setting you haven't completed yet, simply go back to that page and make the required adjustments.



Your onboarding set up is now complete! You can view the options you selected at any time by going to **Server Settings < Community < Overview**

You can also preview what this will look like for your new members and take a tour of your Server! Your Server is now complete, with additional functions enabled through the Community option. You are ready to invite your members!

# Rules and Regulations

All Society Discord Servers should have a list of rules and expectations for your members clearly displayed. All Society members are bound by the Society Code of Conduct that they agree to when purchasing a membership to your Society. Bournemouth University Students are also bound by the Student Code of Conduct they agree to by becoming a Student at Bournemouth University.

Below, we have included a template for the rules you should be including in your server to keep it a friendly, welcoming Community. The Committee must not add additional rules to those provided below without speaking with the Student Groups Team.

- Members will treat one another with respect and understanding
- Members will not behave in a way that will offend others including the use of foul and abusive language
- Members will positively represent the Students' Union while a member of this Server
- Committee members will not use admin privileges to reprimand members nor have the right to revoke membership via social media
- All members are subject to a three strike process for breaching any of the rules laid out above

**Strike 1** - A direct warning from a member of the Committee via direct message

**Strike 2** - time out in which the member cannot post messages lasting 24 hours

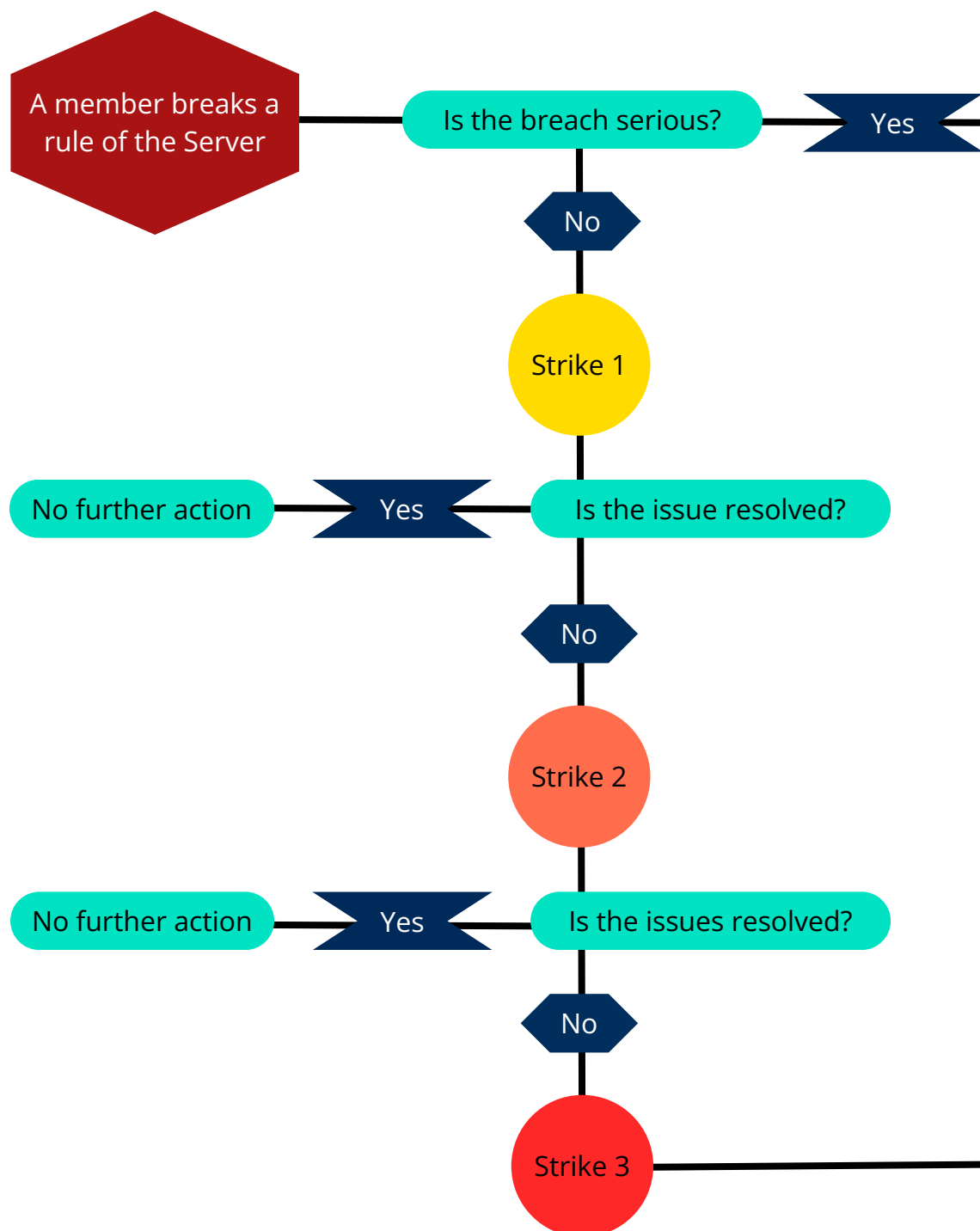
**Strike 3** - time out with the behaviour reported to the Student Opportunities Team.

The time out will remain in effect until the SU approves its removal. This could result in removal from the Server at the SU's discretion.

Members who receive a strike reserve the right to raise this with the SU if they believe they have been treated unfairly. If a members behaviour is serious, the member can be granted Strike 3 immediately for the SU to investigate the issue.

On the next page, we have included a flow chart to help you communicate the Strike system to your members.

# Dealing with issues: Society Strike system



**Strike 1** - A direct warning from a member of the Committee via direct message

**Strike 2** - time out in which the member cannot post messages lasting 24 hours

**Strike 3** - time out with the behaviour reported to the Student Opportunities Team.



# Informal and Formal Complaints

SUBU and BU have a number of complaints processes available to you. These processes should be made available in your '**Rules**' channel alongside the Strike Process. All members of your Server are eligible to make a complaint should they feel that they have been treated unfairly by a Moderator (Committee Member) or another member of the Server.

## Informal Complaints

Any member of the Society can make an informal complaint to the Student Opportunities Team by emailing us at [studentopportunitiesteam@bournemouth.ac.uk](mailto:studentopportunitiesteam@bournemouth.ac.uk):

- Email [studentopportunitiesteam@bournemouth.ac.uk](mailto:studentopportunitiesteam@bournemouth.ac.uk) with the following information:
  - Which Club/Society or individual member you are referring to, including their role on the relevant Society Committee if applicable
  - Specific details on the issue you wish to raise
- If the issue can be dealt with informally, the Student Opportunities Manager will assign a staff member to the complaint. This will typically be the Club and Society Coordinator your Club doesn't work with closely. This is to allow both parties to be supported without bias.
- You may be asked to provide more information about the situation

Informal complaints resolutions can take several routes: from meetings with the Student Opportunities Team to mediation sessions facilitated by SUBU Advice. Options to move forward will be determined depending on the incident/ situation that has occurred, and all applicable options will be presented to you.

- Committee agree on next steps to seek a resolution to complaint

## **Formal Complaints**

In some instances, the severity of the complaint/ situation may mean that a complaint needs to be submitted formally.

- Complaints are submitted via the Complaints Form that is available on SUBU's website
- Complaints are reviewed by a member of the SUBU team
- Complainant (person who lodged the formal complaint) may be asked to attend a meeting with a member of the SUBU team to go over the situation for more information
- Respondent (person who the formal complaint was submitted against) will be invited in for a meeting with the complaint handler
- The complaint handler will go over all information provided from both parties
- An informal resolution will be sought.
- If no informal resolution can be agreed, then the complaint will be escalated to the Chair of the Trustees who will decide if the severity of the complaint requires a panel hearing or if the complaint does not have enough evidence or severity to go to a panel.

The full complaints policy can be found **[here](#)**.

## Wellbeing resources: Signposting to appropriate support

Society Committee members are not qualified to provide ongoing support to other students. Your server should include a wellbeing channel that features direct links to appropriate wellbeing resources.

In the event a member of the server expresses a desire for support or you believe they require it, you should signpost them to the resources included within this channel.

We have included relevant resources below:

### **SUBU Advice:** <https://www.subu.org.uk/support/advice/>

- SUBU Advice is an independent, non-judgmental, and confidential service for all BU Staff and students. This may be a good option if the student was looking for further support resources rather than reporting. If they did want to report, Advice can put them in contact with the correct services.

### **Mental Health and Wellbeing Services:**

- Connection
  - Connection is an NHS helpline for non-emergency mental health issues: Freephone: 0800 652 0190
- Student Assistance Programme:  
<https://www.bournemouth.ac.uk/students/health-wellbeing/health-wellbeing-services/student-assistance-programme>
- The Retreat offers Drop-in services on Talbot Campus (Monday to Saturday from 2pm-9pm):  
<https://www.bournemouth.ac.uk/students/health-wellbeing/university-retreat>

### **Alternative support:**

- STARS Dorset are on campus in the Student Centre every Thursday and students are welcome to speak to a specialist if they wish to make a disclosure about an incident of sexual violence. This service is completely confidential and can offer further support.
- Victim Support has great online resources, with a 24/7 live chat service if an individual needed support:  
<https://www.victimsupport.org.uk/crime-info/types-crime/rape-and-sexual-assault/>

Please remember, If you or someone else is in danger, call 999 or go to A&E (Accident and Emergency Room) immediately. If you need urgent help for your mental health, get help from NHS 111 online or call 111. **Your mental health is as important as your physical health. You will not be wasting anyone's time.**



# Do's and Don'ts of running a successful server

Now you have your server set up, your rules in place and your additional resources included. How do you keep your Server running well?

We have pulled together a list of Do's and Dont's to keep you on track:

## Do:

- Add in new Committee Members to the Administrator roles
- Remove old Committee Members from the Administrator roles
- Listen to members to ensure you have appropriate channels for their interests
- Signpost members to support resources as required
- Advertise and enforce the Strike System for the safety and wellbeing of your members

## Don't:

- Give admin permissions to standard members, non students or anyone outside of the Society Committee
- Include a channel for venting or sharing personal issues
- Add additional rules to the server without speaking to the Student Opportunities Team
- Open your Server up to the general public/non-members

Remember, these rules are in place to keep your Server (and your Society!) a safe and welcoming space. If you have any concerns about your Society and it's use of social platforms like Discord, get in touch with the Student Opportunities Team at [studentopportunitiesteam@bournemouth.ac.uk](mailto:studentopportunitiesteam@bournemouth.ac.uk)

