**HeartMob: Online Harassment Victim Experiences and Outcomes**

***Interview Protocol: Users Experiencing Harassment (last updated 7/19/16)***

*Thank you for agreeing to do this interview with me today. I am a researcher at the University of Michigan, and I’m working with the HeartMob team to learn about your experiences online. If there are any questions you don’t want to answer, you are welcome to skip them.*

**Background and warm-up questions**

1. Tell me about yourself. *(Vocation, hobbies)*
2. Right now, what are your favorite places to go on the Internet?
   1. Do you use any social media sites? What do you like about [each site]?
   2. Do you spend time on any online communities? *(Examples: Reddit, discussion forums, gaming communities, etc.)*
3. How do you typically access the Internet? (Examples: mobile phone, my laptop computer, a friend’s laptop computer, desktop computer at home or at the library, etc.)

**Experiences with harassment**

1. I'd like to understand your experiences. In our recruitment message, we wrote that we were looking for people who had experienced harassment online. Can you tell me what you think about when you hear the phrase online harassment?
   1. *[If prompts needed]* What does online harassment mean to you? What do you think does or doesn't count as online harassment? Have you experienced it? Have you seen other people experience it?
   2. *[If multiple experiences]* Tell me about the most recent experience, or an experience that was particularly difficult.
2. Can you remember how you felt at the start of your experience?
3. How do you feel about the experience now?
   1. Have your feelings or experiences changed over time?
   2. Do you feel like the outcome *(was/will be)* what you *(hope/hoped)* for?
4. What kind of support, if any, did you receive during this experience?
5. Are there people that you sought or expected support from, but from whom you did not receive it? *(Examples: friends, family members, platform support, law enforcement, legal counsel)*
6. Tell me about a recent time when you witnessed online harassment.
   1. To what extent did the victim seek support during their experience? *(Examples: friends, family members, platform support, law enforcement, legal counsel)*
   2. To what extend did the victim receive support during their experience?
   3. Did you provide any support to the victim?
   4. What was the outcome?
7. How would you define “online harassment?”
8. Why do you think you were a target of online harassment?
   1. Do you think parts of your identity are connected with the harassment you experienced?

**HeartMob**

*The next few questions are about your experiences using HeartMob.*

1. How did you hear about HeartMob?
   1. What made you want to join the site?
   2. Did you have any reservations about joining the site?
2. What is your overall impression of HeartMob?
3. Tell me about your experiences creating a HeartMob account.
   1. Did you have any difficulties registering for an account?
4. Is there anything about the registration process that you would change?

**Using HeartMob to seek support**

1. Tell me about a recent experience using HeartMob to seek support.
   1. To what extent did you feel safe or not safe using HeartMob to document your experiences?
   2. Tell me about your experience sharing your case?
      1. Did you have any difficulties or concerns when providing at least one example of the harassment?
      2. Did you have any difficulties or concerns when identifying the harassment tactics or motivations?
      3. Did you have any difficulties or concerns when selecting the ways in which you wanted help?
         1. Are there other ways in which you would have liked to be supported?
      4. Did you receive any support after submitting your case?
      5. Tell me about an instance of support you received that was helpful, or that made you feel better.
      6. Tell me about an instance of support you received that was not helpful, or that made you feel worse.
      7. Was the support that you received aligned with what you asked for? *(Example: documenting harassment or reporting to the platform)*
      8. What was your overall impression of the support you received?
   3. Do you feel a sense of community with other HeartMob users?
      1. Did you feel supported by the HeartMob community?
   4. Would you return to HeartMob for support in the future?
   5. What additional support can HeartMob provide to users like you?
   6. What additional support can other platforms provide to users like you?