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

***Interview Protocol: Users Offering Support (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.)

**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 the HeartMob site?
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 offer support**

1. Have you used HeartMob to support a victim of online harassment? *[If yes, continue:]*
   1. Tell me about a recent experience when you used HeartMob to offer support.
      1. Did you have any difficulties or concerns when finding people who need your help?
      2. Did you have any difficulties or concerns understanding the types of support victims were asking for?
   2. Did you provide any support to the victim?
      1. Tell me about an instance where you felt the support you provided was helpful.
      2. Tell me about an instance where you felt the support you provided was not helpful.
      3. What motivated you to provide support?
      4. How did the process of offering support affect you? *(Example: was it difficult reviewing harassment documentation)*
      5. Would you return to HeartMob to provide support to other victims?
         1. Why or why not?
   3. Do you feel a sense of community with other HeartMob users?
      1. Do you consider yourself to be part of a broader movement to prevent online harassment?
   4. Have you ever read the safety guide? *(*[*https://iheartmob.org/resources/heartmobber\_guide*](https://iheartmob.org/resources/heartmobber_guide)*)* 
      1. Is there any information that you feel would be helpful to include in the safety guide?
   5. What additional support can HeartMob provide to users who provide support?
   6. What additional support can other platforms provide to users who provide support?