

Cardiff University School of Computer Science and Informatics

CM3203 – One Semester Individual Project – 40 Credits



Initial Project Plan

Discord Engagement for the young people of Cardiff

Author – Adekoyejo Coker

Supervisor – Catherine Teehan

Moderator – Victor Gutierrez Basulto

Project Description

Over the past 18 months Cardiff Youth Service (CYS) has been adopting a more online and range of digital platforms as an opportunity to reach out to younger children in the city. This is also to allow those who 'would not want to walk into a youth centre' to receive the same benefits and more of those who do. Additionally, due to the effects of Covid, as well as the progression of technology and social media, they want to offer these services and opportunities online. Young people have informed the youth service workers they would like to engage with their services through discord and it is my aim to help steer the team, to let them know how it should look, what it should include as well as additionally functional suggestions from the youth of Cardiff. It is essential that the youth-led approach is utilized every step of the way in the production of the server. This is for it to be successful as a youth work programme, ensuring it is tailored to meet the young people's needs. The server crucially has to offer activities young people want and need and this will be done by taking the suggestions and inputs directly from them. This project will involve using their views and opinions intertwined with my ideas to shape the server and ensure it complies with the service requirements around safeguarding, monitoring of content and provides basic analytics of the server. The CYS team aimed to consult with a wide variety of young people from different backgrounds in different youth programmes and groups across the city. Upon doing this the CYS team noticed that there were certain themes in the young people's suggestions for the server during the focus groups that will need to be utilised. Throughout the project I will work alongside the Youth Service team and be able to meet and work with the group of young people to help achieve a common platform for them to use freely. In addition to the creation of the server there will also need to be consideration of how the server will be used among the young people to interact with one another. Lastly in terms of the future, plans are being made at some point to introduce young moderators to help monitor the server I will need to create instructions either by video or written to help give them an understanding of how to manage the server.

Project Aims and Objectives

The aims and objectives of this project is to create a Discord server for the Cardiff Youth Service team that will allow them to engage with the young people of Cardiff on an online digital platform. To do this I want to be able to create a safe space where young people can engage with each other through voice chat, video chat and text chat. The platform will be able to be used for gaming, streaming and general updates on in-person activities the youth service team provides for the young people. Additionally, the server will allow students to reach out for mental health support, study support and career support for those who need or want someone to speak to on these matters. In the process of making this server I aim to encapsulate as many ideas as possible from the young people, to ensure their requirements and suggestions are heard and implemented. There will be challenges that must be adhered to such as the safeguarding of the young people. This will be done by keeping the server private with access through direct invites only from the youth service team, limiting permissions of members to allow only the youth service team to make changes, allowing read only access on the server outside of working hours or when a youth service worker is offline and a channel where messages can be sent anonymously to a youth worker in case of mental support. I will aim to add some sort of basic analytics that can be used to assess the progress the server has made over the period of creation till the present. Another challenge that I will aim to tackle is the monitoring of what is being send in channels which I will do through the usage of bots. The server will be designed by myself with the aim of creating a user-friendly and 'aesthetic' platform that will allow for seamless and constant interaction through channels, text etc. Channel access will need to be filtered in order for age appropriate content to be showed to each other.

- Gain an understanding of Discord and the objective of the application.
- Gain an understanding of the commonly used bots, used for moderating and administrative purposes.
- Gain an understanding of permission control and sever statistics
- Ensure the ideas and concepts proposed by the young people are considered and utilized.
- Ensure there is necessary actions for safeguarding and monitoring.
- Ensure the server can work smoothly without the need of me the owner being present.
- Ensure later instructions are clear, concise and accurate.
- Ensure the server is user-friendly and can be easily navigated by a new user.

Work Plan

Task ID	Task Name	Start Date	End Date	(Days)	31-Jan-22	07-Feb-22	14-Feb-22	21-Feb-22	28-Feb-22	07-Mar-22	14-Mar-22	21-Mar-22	28-Mar-22	04-Apr-22	11-Apr-22	18-Apr-22	25-Apr-22	02-May-22	09-May-22
T01	Writeup of initial project plan	31-Jan-22	7-Feb-22																
T02	Research of basic fundamentals (helpful administrative bots, key recommendations)	7-Feb-22	21-Feb-22	15															
T03	Implementation start (adding general bots, welcome page + rules, text channels)	21-Feb-22	28-Feb-22	8															
T04	Core implementation (e.g. Addition of Rhythm Bots, Server Stats, Permissions Identifying)	28-Feb-22	14-Mar-22	15															
T05	Core Implementation (Suggestion + Ideas, mental health channel, Poll creation, Creative bot)	14-Mar-22	28-Mar-22	15															
T06	Core Implementation (Testing the Server, do permissions work?, is it user friendly?)	28-Mar-22	4-Apr-22	8															
T07	Final changes (fixing issues from testing + any additional comments from youth service team)	4-Apr-22	11-Apr-22	8															
T08	Future Plans (Leaving Instructions, how to do this action, possibility for nitro?)	11-Apr-22	18-Apr-22	8															
T09	Writeup of Final project plan	18-Apr-22	9-May-22	22															
R01	Review Meeting (Week 1)	7-Mar-22	14-Mar-22	8															
R02	Review Meeting (Week 2)	25-Apr-22	2-May-22	8															

- In terms of the work plan I've used a Gantt Chart to outline roughly the way I will allocate the project over the next few weeks.
- My 1st week of the project will be occupied predominantly with writing up the initial project plan after meeting with my supervisor to get a full understanding of the what the project entails. As well as with the CYS workers to hear the feedback they received from the young people's schools they visited.

Date	Explanation
<u>31/01/22 – 07/02/22</u>	Initial project plan – outlining the description of the project, the aims and objectives as well as the project work plan.
<u>07/02/22 – 21/02/22</u>	Over this two-week period, I intend to research more about the Discord application. Finding out how the servers work, what makes a server successful as well as, common, fun and useful bots to increase server engagement.
<u>21/02/22 – 28/02/22</u>	This week will begin my initial implementation process where I intend to create the channels used, the key rules and welcoming page. What happens when a new person joins the server etc.
<u>28/02/22 – 14/03/22</u> 1 st Supervisor meeting in this period	The core implementation will begin in this week where I start adding and setting up the bots necessary to help my server increase engagement. I will also create some form of analytics to track from this period any significant points in the server.
<u>14/03/22 – 28/03/22</u>	This period would be used to address the addition of other key things such as, how to accommodate for mental health support, anonymity, polls etc.
<u>28/03/22 – 04/04/22</u>	This weeklong period will be the first-time users will use the server in a working condition to see how they feel using it. This will be a week where things will be tested, and issues noted for improvement.
<u>04/04/22 – 11/04/22</u>	This week will be used to address any necessary additions and issues that need fixing.
<u>11/04/22 – 18/04/22</u>	This week period will be used to create instructions for the Youth Service team, as well as future young moderators so they aware what needs to be monitored or changed.
<u>18/04/22 – 09/05/22</u> 2 nd Supervisor meeting in this period	The last month period will be used to write up the final report addressing or all the key stages for the creation of the discord server.