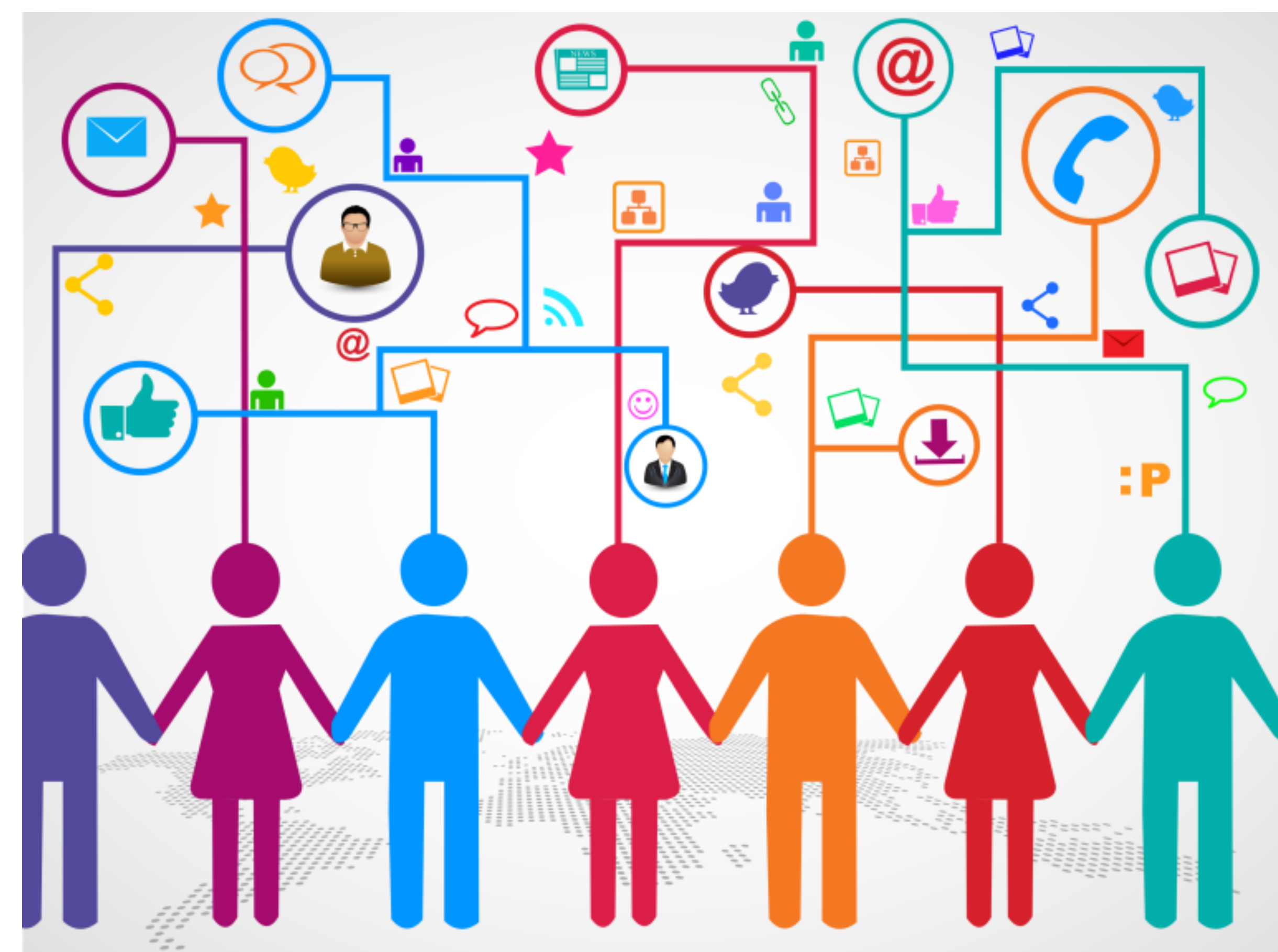


Building Bridges: Online Communities For Crisis Organizations

Kelley Misata, Ph.D Candidate

For victims of violence “the dangers of cyber-stalking and web-access control are matted by the emotional and cognitive support of online communities and effective resource collection.”

Westbrook, L (2012)



RESEARCH FOCUS:

1. What theories of online communities should crisis organizations take into consideration?
2. What are the dynamics within the crisis environment that impact the use and safety of online platforms?
3. What risks and benefits do online communities offer crisis organization and the victims they serve?
4. Where are crisis organizations today in utilizing online platforms and preparing for the future?

CREATING COMMUNITY... Early Theories to Modern Day:

- Implementation and Maintenance Considerations;
- Safety and Privacy Assured
- Privacy Privileges
- Anonymity
- Time and Information Processing Pressures
- Dramaturgical Weakness
- Subtle, Status and Position Cues
- Social Anonymity
- Computing Norms and Immature Etiquette

BENEFITS:

- ◆ Removing Geographic Barriers
- ◆ Creating Larger Communities
- ◆ Interim Support
- ◆ Sharing of Stories
- ◆ Training and Education
- ◆ Empowerment
- ◆ Anonymity
- ◆ Invisibility



CHALLENGES:

- Delayed Reactions
- Solipsistic Introjections
- Social Control
- Cyberaddiction
- Leadership and Moderation
- Vetting Member Identity
- Group Disruption
- Misinformation
- Risk to Privacy
- Punishment

