

# MODERATION BEST PRACTICES FOR VR GAMES

Voice chat is a crucial part of the VR gaming experience, but moderating voice chat can be cumbersome. Here are some helpful tips to better prepare yourself to detect and take action when players break your code of conduct.



# Moderation Best Practices for VR Games



## 1 ADOPT A STRONG CODE OF CONDUCT

Establish a clear and accessible Code of Conduct to guide players and empower them to report toxic behavior. Keep the code concise, easily accessible (for example: on your website, in your storefront listings, and navigable from in-game menus), and make your moderation team available to clarify any doubts via a moderation team email inbox or Discord channel.

## 2 ESTABLISH INTERNAL MODERATION TEAM GUIDELINES

Provide your moderation team with training on how to handle specific types of Code of Conduct violations. How do we approach reports of consistent and targeted bullying? Will the penalties for griefing be the same as racially motivated hate speech in-game? Having internal guidelines helps to streamline decision-making processes for moderators, and prevents decision fatigue. Be sure to regularly update your guidelines to adapt to changing community and internal team demographics.

## 3 MAKE REPORTING EASY

Implement user-friendly reporting functionality that is easy to find in main menus, or within the in-game voice chat menu. Ask as little as possible from your players to reduce friction. If you're able to automatically pull usernames and timestamps, for instance, you're taking some of the burden off of the player filing the report.

## 4 BUILD PLAYER TRUST

Once a player submits a misconduct report, keep the players involved informed about the reporting process timeline and moderation actions taken. It may take several days to assess the validity of a player-generated report and decide on an appropriate action, but letting players know which stage in the process they are in can help to reduce anxiety or frustration.

## 5 FIND THE RIGHT TOOLS

Having a dedicated team of multiple moderators is not always possible for game developers and studios. Instead, utilize software tools that enable moderators to more efficiently and accurately protect your playerbase.