

Mod Squad FAQ's

What do we look for?

We appoint the most passionate and involved Community members into the program. Mod Squad members model ideal Community behavior, show care and concern for fellow community members and help in answering questions.

- You have passion for helping fellow community members
- You are consistently active and engaged in the community on a regular basis
- You have been a Community member for a minimum of 3 months
- You are an expert on NetApp technology
- You carry through the community code of conduct and show good member behavior

What does a model Mod Squad member do?

Continue to respond to any unanswered posts plus...

- Find and mark at least 3 discussions a month as 'Accepted Solutions'. We find there are threads that appear to be answered but simply not marked as such. This is the top priority for the Mod Squad and one of the key ways to create value for others.
- Help welcome new and new to netapp members
- Move misplaced discussions when possible
- Identify possible Mod Squad recruits

How often do we accept new members into the Mod Squad?

This is a new program and we are open to change however, we are careful about keeping things simple and fluid.

- New members will be considered monthly.
- You can nominate others or yourself using this form <link to form>.

What is the on-boarding process for a Mod Squad member?

Once you have accepted our email invitation, each new member will:

- Sign an NDA form
- Attend a virtual Meet & Greet with fellow Squad members
- One 90-minute training session with the Community Team

Does 'Mod' mean moderator?

Yes, 'Mod' is for moderator and we consider this a completely 'best-effort' opportunity.

What is a moderator and why does a Community need moderation?

A forum moderator is a trusted and validated Community member that helps oversee Community activity. They monitor discussions and might make decisions to move a thread to help keep posts organized. They can mark responses as Accepted Solutions and they help keep the overall atmosphere friendly, helpful and inviting. You do much of this today...our intent is to enable you with more autonomy and capability.