Tennessee v. Meta
Case No. 23-1364-IV
DX3481



Well-Being (FB): Core Team

Anneke Buffone on September 5, 2019 at 12:38 PM
RESEARCH UPDATE: ** **Sean, Andrea, and I just finished analyzing a *massive* diary study **on Dscout (n=80) which ran over the course of two weeks **to qualitatively understand how the Facebook experience differs for those high vs. low in problematic use. It is a huge treasure trove of a dataset. We are all overextended, so I wanted to share some insights right now while we try to find the time to create a formal share-out deck. * **Participants higher in problematic use had much stronger negative and positive emotional reactions to content compared to those lower in problematic use. **It is possible that this is a personality aspect or could mean that they have constructed their timeline & experiences to be more emotional. This could be one reason why Facebook "feels" more addictive to them. Calming content and light uplifting content may help problematic users disengage. * Regardless of problematic use, participants reported using a lot of strategies to counteract negative impact from Facebook. Those higher in problematic use were more likely to use strategies around reducing time or sessions than those low in problematic use. **Most popular further strategies were (1) putting things (e.g., the highlight reel) in perspective to combat social comparison, (2) skipping over sad content, (3) purposefully seeking out/following uplifting, inspiring, or motivational content (e.g., groups). ** * Much academic research points to **self-focused emotions **(e.g., sadness resulting from social comparison) to be associated with poor mental health (e.g., depression), while **other-focused emotions** (e.g., compassion) tend to have more positive outcomes. **Participants' best types of sessions involved other-focused happiness (e.g., compassion; 5: would like a lot more sessions like this one), and perceived worst types of sessions where those where participants experienced self-focused sadness (e.g., social comparison; 1: would like a lot less sessions like this one). **We might consider building features that maximize the experience of other-focused positive emotions. * **Negative life impact goes beyond social comparison and loneliness. **In our sample, social comparison & loneliness were common, but **the most common type of negative life impact resulted from empathy of the kind of "catching the sad affect of others"**. Also common are **safety concerns** when reading crime reports, and **news-related loss of faith in humanity.** We should find ways to help users channel their empathic emotions into something more productive than ruminating about suffering in the world, from offering easy ways for action (e.g., contact your local representative, donate, volunteer), offer pause points to disengage from such content, or help users more easily identify content that is uplifting and presenting the counter-argument (e.g., posts about human kindness).

> **Anneke Buffone** on September 5, 2019 at 12:38 PM
> #rollcall
> **Anneke Buffone** on September 5, 2019 at 12:38 PM
> Rollcall for Bryan Allard, YuanQing Ji, Peter Wu, Olivia Ta, Harper Ma, Sean Ross, Andrea Shteynberg, Nahum Aranda, Bo Shen, Mahendra Chaudhari, Eden Litt, Aditya Garg, Zoe Lu, Lois Yang, Virginia Cagney, Rebecca Muncaster, Gauri Pendse, Yiping Han, Mariah Levitt, Espen Tuft, Serdar Onal, Jimmy Raimo, Justin Cheng, Judy Jinn, Sean Ryan (UX Research), Moira Burke, Bethany de Gant, Crystine Gray, Jennifer Guadagno, Matt Killingsworth. You got notified because you are a member of this group Opt out of future rollcalls by joining https://fburl.com/norollcall
> **Anneke Buffone** on September 5, 2019 at 12:38 PM
> Rollcall for Andrei Kirshin, Elena Davis, Shishir Saraiya, Gunjan Pandya, Davina Baum, Anneke Buffone, Carlos Diuk, Chandra Mohan Janakiraman. You got notified because you are a member of this group Opt out of future rollcalls by joining https://fburl.com/norollcall
> **OutOfOffice Bot** on September 5, 2019 at 12:39 PM
> I'm sorry but Aditya Garg is currently out of the office. His message is: Hi there! I am on PTO/working remotely until 9 September 2019 and may not be able to get back immediately. In case it is urgent, you can ping me on messenger. Alternatively, you can reach out to Shrirag or Tugrul on my team.Thanks!
> **OutOfOffice Bot** on September 5, 2019 at 12:39 PM
> I'm sorry but Chandra Mohan Janakiraman is currently out of the office. His message is: Hello - Thanks for your note. I am currently traveling outside the country on a personal situation (with sporadic access to email/workplace). For any questions tied to the problematic use product work, pls. reach out to Andrei Kirshin/Davina Baum. For questions related to well-being overall, pls. reach out to Jennifer Guadagno/Yiping Han/Espen Tuft. For anything else that's urgent, pls. contact my manager Kevin Lee. If you are comfortable waiting, I'll respond to your note once I am back. Thanks. Chandra
> **Mariah Levitt** on September 6, 2019 at 5:36 PM
> Anneke Sean and Andrea #thanks again for all your diligence pushing for this diary study. (And congrats to Anneke and Andrea on running your first dScout study!! and to Sean for being their guide!) I know the coding and analysis was intense for 80 person study, but it's clear that the data will be extremely useful for a number of upcoming initiatives: Identifying prosocial elements for the WB Hub, formulating Problematic Use Personas, and many more! The strategies finding was particularly interesting.. Looking forward to the full readout! :-)
> **Thanks Bot** on September 6, 2019 at 5:38 PM
> Woohoo, your thanks has been received! Keep on thanking! Here are the newly updated stats: Mariah Levitt has sent 4 thanks in the last 30 days, keep it up. 10 is considered excellent. Anneke Buffone has received 6 thanks in the last 30 days, splendid! Sean Ryan (UX Research) has received 4 thanks in the last 30 days, keep up the good work. Look out for a special message at 5. Andrea Shteynberg has received 3 thanks in the last 30 days, keep up the good work. Look out for a special message at 5. Visit https://fburl.com/thanksbot to see this visualized.
> **Chandra Mohan Janakiraman** on September 9, 2019 at 7:53 AM
> Anneke This is great (esp. the empathy section begins to provide additional clarity on how the content itself might be affecting people's well-being). Just a q of clarification, I assume "negative life impact" here refers to negative impact on people's well-being, correct? And is distinct from "negative life impact" as part of PU definition, which is much more clearly defined as disruption to sleep, relationships or productivity? If the answer is yes, we shd perhaps use negative impact to people's wb to avoid definitional confusion. Lmk if this makes sense or if I shd be reading/interpreting this differently. Thx.
> **Anneke Buffone** on September 9, 2019 at 8:15 AM
> We did use our scale to recruit! :) But this cuts a bit more broadly so agreed that it is good to change!

Chandra Mohan Janakiraman on September 9, 2019 at 10:55 AM
Anneke Buffone Great - thanks for clarifying!