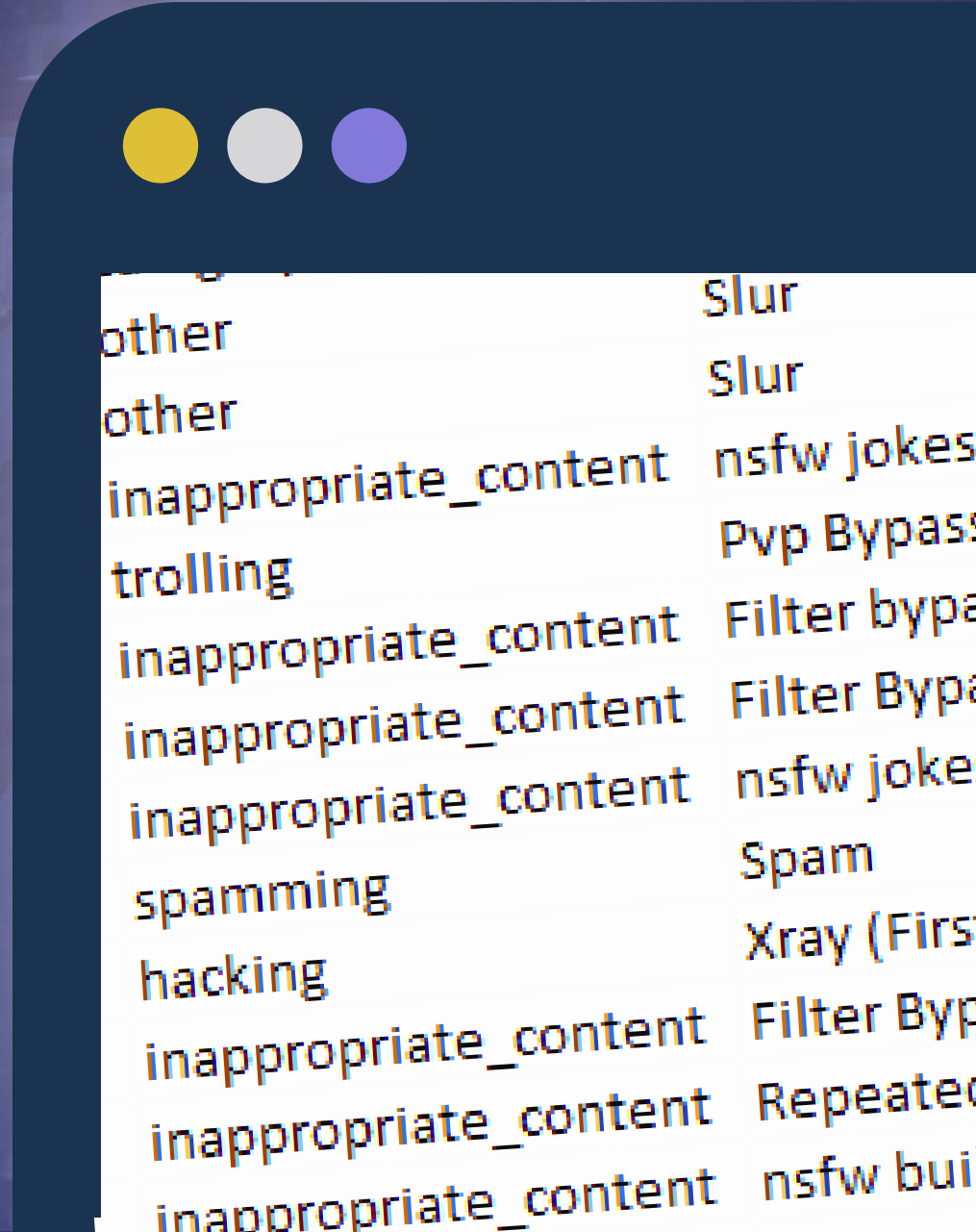# #GS4MC

ANALYTICS DEMO REPORT

An example look at how the GSBans and GSAuth analytics can help you improve your moderation strategies and server community

other — Slur

other — Slur

inappropriate_content — nsfw jokes

trolling — Pvp Bypass

inappropriate_content — Filter bypa

inappropriate_content — Filter Bypa

inappropriate_content — nsfw joke

spamming — Spam

hacking — Xray (First

inappropriate_content — Filter Byp

inappropriate_content — Repeated

inappropriate_content — nsfw bui

Let's take a look at a real world example of how these analytics can be used by staff managers and server owners.

Our goal is to make our staff teams feel better about their work, which makes the player experience stronger over time.

GSBANS

⚖️ What's In A Report?

Each report comes with the full list of all punishments and unbans/unmutes over the past 30 days, which includes:

- Timestamp
- Punished Player
- Category of Punishment
- Additional Comment
- Type of Punishment
- Moderator Who Issued Punishment

Keep in mind that our example conclusions for different data points are based on assumptions we make, and your server may have very different conclusions based on the same data.

other	Slur
other	Slur
inappropriate_content	nsfw jokes
trolling	Pvp Bypass
inappropriate_content	Filter bypa
inappropriate_content	Filter Bypa
inappropriate_content	nsfw joke
spamming	Spam
hacking	Xray (First
inappropriate_content	Filter Byp
inappropriate_content	Repeated
inappropriate_content	nsfw bui

🔨 Server Overview

The first thing to look at is a general overview of the server activity. There are 24 staff who had activity over the period, and 260 different players were punished.

There were also 425 punishment-related events that were recorded, which means that some repeat-offenders are in the group of players.

Total Reports	425
Active Staff	24
Player Count	260
Temporary Ban	191
Warning	67
Permanent Ban	59
Mute	43
Kick	12
Unban/Unmute	53

⚖️ Punishment Categories

Next we take a look at the punishment reasons. This is only possible with the GSAuth and GSBans plugins because we have preset punishment categories that staff members select.

Hacking is by far the highest cause for punishment in this example server, followed by Inappropriate Content and Exploiting Mechanics. Seeing this, we might want to ask what causes players to have such a high tendency of wanting to hack or exploit the server. Perhaps we can make some mechanics easier so that players aren't tempted to hack or exploit through them.

Punishment Category	Count
Hacking	154
Inappropriate Content	50
Exploiting Mechanics	23
Other	22
Punishment Evasion	22
Hostility	17
Racism	15
Spamming	15
Bullying	11
Griefing Staff or Server	13
Griefing Players	9

⚖️ Punishment Reasons

One cause for concern is that the "other" category is the 4th highest used report category on the list. Unfortunately, when we looked at the text comments attached to the reports, we didn't get enough context to be able to change from "other" to a different, more appropriate category.

Having a high rate of moderators using "other" could be a sign that staff training can be improved. If the team members are confused on how to categorize punishments, they may not fully understand how to enforce some of the less common rules at all. Check in with them.

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Hacking	154
Inappropriate Content	50
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🔨 Single Cat. Breakdown

We can also look at the individual categories to get a better understanding of what's happening. Let's do that with the two related top categories, "Hacking" and "Exploiting Mechanics".

Of the 178 total punishments dealt by moderators, an overwhelming majority were temporary bans & warnings. 16% of players who were warned or temporarily banned for these categories came back to do the same behavior again, sometimes up to 3 or 4 times.

Repeat offenders can frustrate your staff AND players, and waste people's time when they want to have fun.

| Hacking and Exploiting Mechanics	Count
Total Incidents	178
Permanent Bans	13
Temporary Bans	149
Warnings	15
Repeat Offenders	21
Active Staff	19
Total Players Punished	131

🔨 Category Over Time

Within this hacking category, we can also look at how things change over time. Once again, let's look at the repeat offenders and see if there are any clues on why there are so many.

Would you look at that? In March there were about 30% more temporary bans, but there was a 200% increase in repeat offenders!

If the explanation is based on the 30% increase in bans, then we should only see a 30% increase in repeat offenders. Something else is going on that you may need to talk with your staff about to find out.

February   March

This should be zero

Perm Bans   Perm Repeaters   Temp Bans   Temp Repeaters
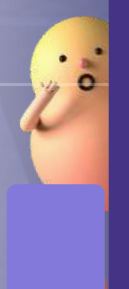
🔨 Staff Performance

With GSAuth and GSBans, you can also get to know how your staff are doing on a month-to-month basis. In our example server, CindyLou22, a new mod, has:

- 40 total reports
- 40% of her bans were later unbanned
- 25% of her reports were in "other" category
- She has more Perm bans than her peers on avg

Maybe we should chat with CindyLou22 and see if we can improve their training.
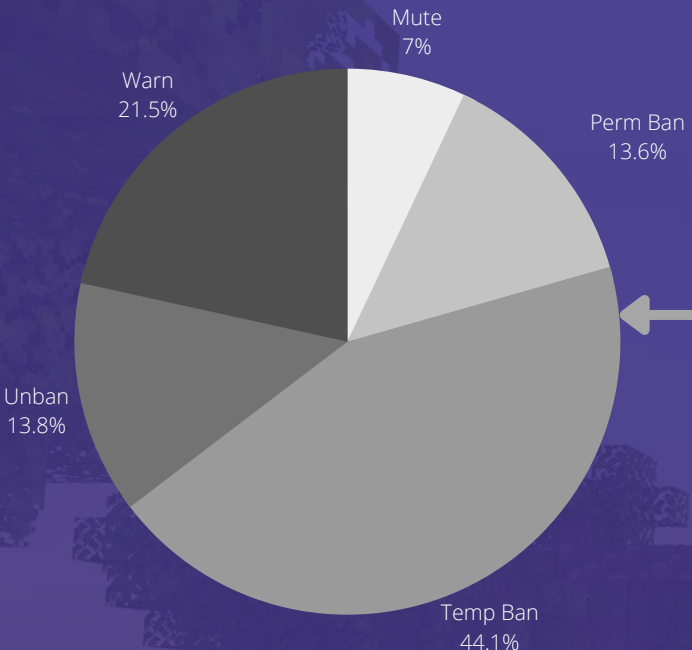
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BUT THAT'S NOT ALL!

As you get familiar with our reports, you'll find new ways to analyze your data and make great decisions for your team.

Understand:

- Which staff are best at identifying certain behaviors
- Should some staff be scheduled at different times to cover more hours?
- What behaviors cause more repeat offenders and should be perm ban?
- Can kicks and warnings be enough to course-correct for some rule breakers, instead of bans and mutes?

Total Pun Types

Mute	**29** ⬆
Permanent Ban	**56** ⬇
Temporary Ban	**182** ⬆
Unban	**57** ⬇
Warn	**89** ⬆

Get a birds-eye view of the total punishment types and staff performance, allowing you to adjust mod training or community culture.

Mute
7%

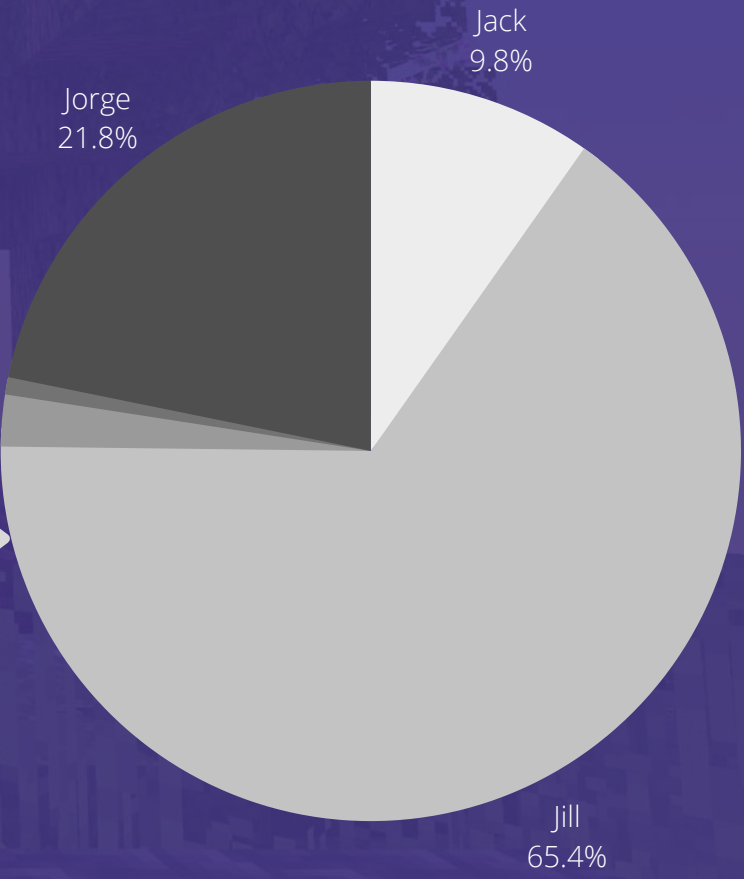Warn
21.5%

Perm Ban
13.6%

Unban
13.8%

Temp Ban
44.1%

Staff Activity

Jack	**13**
Jill	**87**
Jam	**3**
Janet	**1**
Jorge	**29**

Jack
9.8%

Jorge
21.8%

Jam
2.3%

Jill
65.4%

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Individual Staff Breakdown

Jill's Activity: Report Category Count
Total: 87

Antisocial	10
Exploiting Mechanics	1
Hacking	2
Other	24
Racism	1
Sexual Misconduct	2
Staff Impersonation	21
Unban	26
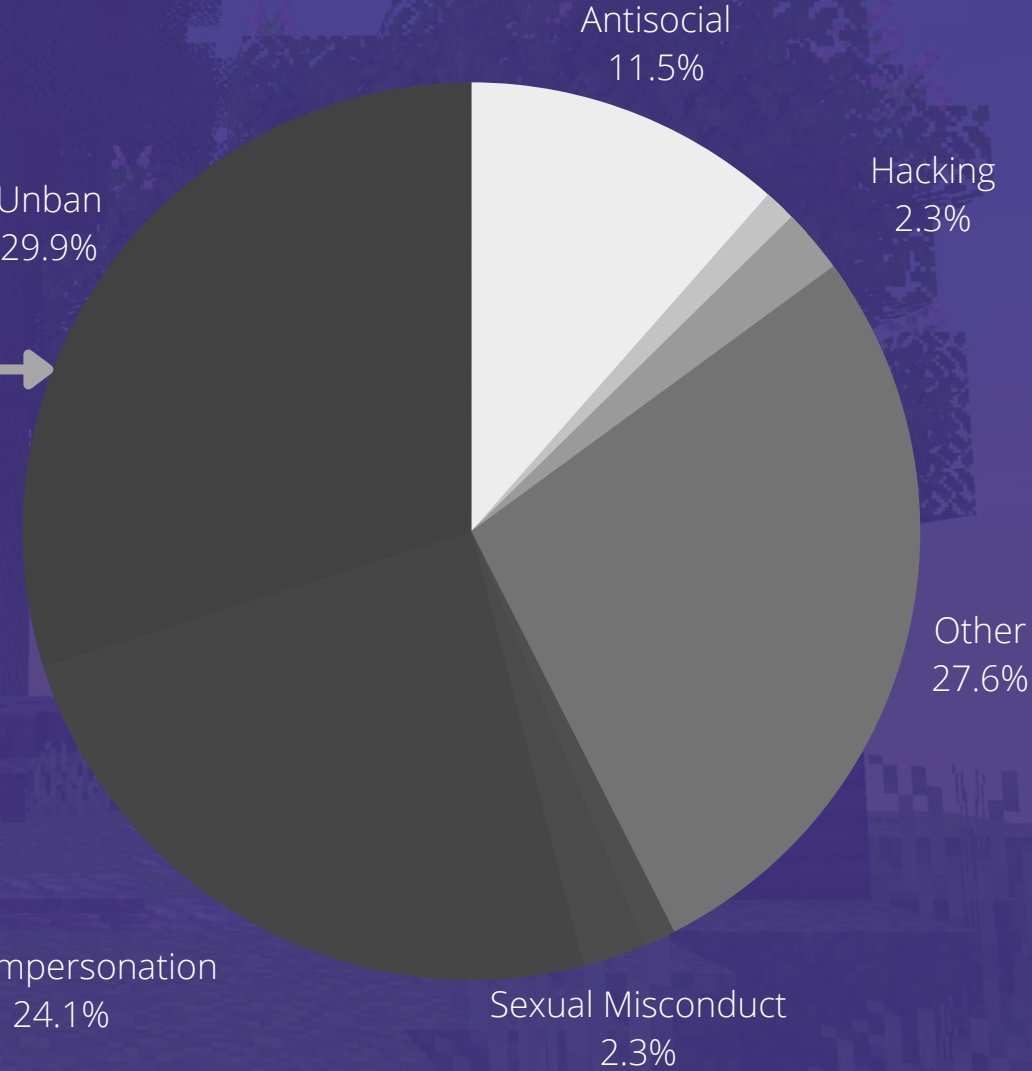
Understand your staff team better by seeing what harms they are quickest to identify and act upon while upholding your rules & values

Antisocial
11.5%

Hacking
2.3%

Unban
29.9%

Other
27.6%

Staff Impersonation
24.1%

Sexual Misconduct
2.3%

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Understand Strategies to Improve

Total Behavior Reports	414 ⬆
Repeat Offenders	24 ⬇
Active Staff	19 (+ console) ⬆
Avg. Count Per Staff	22 ⬇

Your total # of reports has gone up. This could be a good thing if staff performance is up, but check if your recent advertising has been to a target audience that's not a good fit for your server

The number of repeat offenders has gone down. This could be a great sign that players who have broken your rules are now correcting their behavior if you improved helping them course correct.

The number of active staff this month has gone up. Your team may be feeling more motivated to be active, which is great! Or you may have hired new members to help in the player management efforts.

The average report count per team member has gone down. By keeping the average number of reports per moderator down, this could prevent burn-out and stress to your team members, keeping them happy to work.

There are many other data points that can be shared in the monthly analytics emails, and they can give you clues about the health of your server community.

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