Young People Combating Hate Speech On-line

Making on-line public space safer by mobilizing young people for human rights, launching a media youth campaign against hate speech in cyberspace and elaborating policy guidelines

Follow-Up Group

Second Meeting
European Youth Centre, Strasbourg, 10 – 11 September 2012

Report

Present

Shannon Stevens (Advisory Council on Youth – CCJ); Letizia Gambini (European Youth Forum - YFJ); Dariuzs Grzemny (trainer, TC for bloggers)

Emma Hellyer (for point 4) Jean-Claude Lazaro and Eva Lehmann (for point 6), Anca-Ruxandra Pandea, Rui Gomes

Apologised

Ghofran Ounissi (CCJ); Laurence Hermand/Thierry Dufour (European Steering Committee on Youth – CDEJ); NN, CDEJ

_____

1. Opening of the meeting and adoption of the agenda

Rui Gomes opened the meeting; the agenda was adopted with small modifications.

Shannon Stevens accepted to chair the meeting.

2. Role, status and composition of the group

The group was created at the initiative of the Joint Council on Youth (CMJ) to advice and support the implementation of the project Young People Combating Hate Speech Online. The group works under the authority of and reports to the CMJ. The composition of the group was decided by the Joint Council on Youth:

2 members of the Advisory Council on Youth;

2 members of the European Steering Committee on Youth

1 representative of the European Youth Forum;

If relevant, other experts and/or stakeholders can be invited to the meeting. In view of the role and expertise present in the training course for bloggers, it has been agreed to invite Antonia Wulff to the first meeting, as a trainer in the course and also because of her role as former chair of the CCJ. Antonia attended the first meeting and asked to be replaced in the second because she will be less available to follow the project. The secretariat invited Dariusz Grzemny, also trainer in the same course.

The CDEJ has yet to appoint a second person to the group.

3. Update on the implementation of the project since the first meeting

Decisions by the Programming Committee (PC)

The Programming Committee group following the use of the EYF moneys set aside for the project has agreed with the proposals for changes in the programme and funding made at the first meeting of this Follow-up Group: reinforcement of the preparatory seminar budget, campaign preparations, campaign coordination and special projects to be funded by the European Youth Foundation.

Call for campaign branding and strategy

The call was launched in July in the terms agreed at the last meeting. Dissemination of the call among companies with experience of the Council of Europe was troubled because of internal miscommunication, which may explain why only 4 proposals were received.

Online survey

The text for the survey was reviewed by a small working group which included Thierry, Shannon and Gavan Titley during the CDEJ Summer university.

CDEJ Summer university

Gavan and Rui presented the project and the campaign at the CDEJ university (Tbilisi, end of August). There was a high level of interest and several proposals made to strengthen the project, such as adding a research dimension to it.

Baku Internet Governance Forum (IGF)

The proposal of a workshop about online hate speech was accepted by the organizers of the forum. The workshop will be presented by Maria Pashou, chairperson of the CCJ and Ala'a Jaaber, participant in the course for bloggers.

Activities in cooperation with EEA/Norway Grants

The 2 activities taking place at the EYC Budapest at the end of November have been confirmed. The workshop for bloggers will be held from 2 to 24 November and will fully organised by the Youth Department. The official conference "Living Together Online" will be organised by the Directorate of Human Rights and will be held on 27 and 28 November with the presence of the Secretary General and of Cecilia Malmström, EU Commissioner for Home Affairs.

A project assistant is being recruited for 3 months to assist with the preparation of the workshop for bloggers at the EYC Budapest.

Special Projects by the European Youth Foundation

Following the positive decision of the PC on special projects to prepare the campaign, 8 proposals had been received at the time of the meeting; the deadline was set for 15 September.

Preparatory seminar for the Online campaign

Contrary to the expectation and wishes of the Follow-up Group at its first meeting it was not possible to postpone the seminar to later in October or November (unavailability of the EYC). We have to keep the original dates (10-12 October); the call for participants has been launched; the deadline for applications is 15 September.

Mapping studies

The 3 mapping studies commissioned to the British Institute of Human Rights, László Földi and Gavan Titley have be reviewed and finalised. They'll publish as a document for the preparatory seminar.

4.   Proposals received for the branding of the on-line campaign

By the deadline of 7 October, the secretariat had received 3 offers in response to the call for tenders. A fourth one was received during the meeting (but had been retained in the Council of Europe postal delivery). This latter proposal, from Women in Action, Romania, was very incomplete and, therefore was considered not corresponding to the conditions and criteria defined in the call. It could not, therefore, be evaluated together with the other proposals.

Emma Hellyer, communications officer in the Youth Department, explained the concern of the Directorate of Communication to create one graphic line for all the activities on hate speech and the situation that led to the non-publication of the call to companies working on other projects with the Council of Europe. In accordance with the Head of the Youth Department it had been agreed to wait to see the offers

received by 7 September. In case the responses would not be satisfactory, we would need to re-open the call.

 The three proposals that were considered receivable were submitted by *Latte Creative* (Italy), *MOA Communication* (Hungary) and *Paulistanbul.com*. They were thoroughly analysed by the group according to the criteria for selection for the two main requirements: (1) campaign message and visuals, and (2) campaign strategy, the latter being particularly important because of the limited experience of the Council of Europe in online campaigning. The experience of the bidders with previous similar projects was also taken into account.

The assessment of the proposals is summarised in the table below.

Dimensions	Latte Creative – "Hate Me!"						MOA – Hate Speech Alert						Paulistanbul/ "Untag"					
Visuals and Message																		
Adequacy and relevance of the slogan	4	4	2	5	4	4	3	3	2	2	3	3	3	3	3	3	3	3
Connection with young people	4	5	2	4	5	4	4	2	2	3	4	5	3	4	2	3	3	2
Compatibility with the Council of Europe	5	5	2	4	3	4	5	5	4	4	5	3	3	4	4	3	5	2
Adaptability to various cultural contexts	4	3	5	5	5	3	3	3	3	3	4	4	2	3	3	2	2	2
On-line relevance	5	5	4	5	5	4	4	3	3	5	5	4	3	5	4	?	3	2
Campaign Strategy	**5**	**5**	**5**	**5**	**4**	**2-3**	**4**	**2**	**3**	**3**	**3**	**5**						
Comments	- Would connect well with Living Library - Needs to open for young people's participation - Good for multiple platforms - Raises curiosity - Does not "solve" the problem - Substance is needed - Very attractive						- Hate Barometer! - Comprehensive approach to hate speech - Well researched - Well connected elements						- Not a real strategy presented - Interesting monitoring process on campaign results and progress - Incomplete application.					
General impressions (including experience of the bidders)	- Very interesting. - Good experience in social campaigns - "Fluffy" message - Great on-line tools! - Most interesting visuals! - Catchy! - Possibly too						- Good strategy - Poor visuals - Too narrow definition of target groups - Courage as an interesting dimensions - Well researched						- Interesting - "Fluffy" - Undeveloped - No strategy					
	- None of them considers working with the victims																	

NB: 1 is the lowest score; 5 is the highest. Columns with the same colour refer to the same meeting participant.

The proposal of Latte Creative was easily considered as the only one with serious real chances of representing the intentions of the campaign. It scored the best in all areas and was also the most complete.

In view of the above, the group decided to recommend pursuing the contacts with Latte Creative in order to check their readiness and capacity to take into account the concerns of the group, especially in relation to the compatibility with the Council of Europe's image. It was also agreed to consult with the Directorate of Communication so as to take into account their concerns.

In appendix, the conditions agreed by the secretariat with the Directorate of Communication and transmitted to Latte Creative.

5.   On-line survey about young people and hate speech

The Follow-up Group reviewed the questions of the survey as drafted by the informal working group in Tbilisi, with concern for simplicity of language and limiting the number of questions.

The survey is to be launched in English, French and Russian. Its preliminary results should be presented at the preparatory seminar.

The revised text of the survey is appended to this report.

6.   Projects supported by the European Youth Foundation

Special projects

Jean-Claude Lazaro and Eva Lehman, secretariat of the European Youth Foundation, presented the state of play with the special projects launched at the initiative of the Follow-up Group at its first meeting:

- Meetings for the preparation of partnerships for the campaign;

- Capacity building for address hate speech in the campaign.

Only eight projects had been received in the EYF database at the time of the meeting. The Follow-up Group was concerned with the lack of projects, possibly because the call had been launched during the Summer.

Jean-Claude explained that the transition to a new online application system in the EYF implied that it would be impossible to receive any application after 15 September. He informed the group that it will hopefully be possible to apply with the new system as from February 2013.

Campaign coordination

The Programming Committee has also agreed to devote up to 20.000 € for services of consultants and other providers to coordinate and manage the campaign preparations.

The Follow-up Group recommended to wait for the results of the preparation seminar to review the priorities of tasks and services to be provided by consultants. The secretariat should select the consultant(s); the Follow-up Group will be consulted about the nature and priority of the work.

Priorities for 2013

The next meeting of the CMJ will decides on priorities for (pilot) projects of the EYF. The Follow-up Group recommends to the CMJ that projects to be carried out in the framework of the online campaign, and more generally addressing hate speech online, be considered a priority.

7.   Preparation of the "Pitching" seminar for the campaign

The Follow-up Group acts also as the preparatory group of the seminar and, therefore, is responsible for its programme, contents and participants.

Review of aims and objectives

The aims and objectives remained largely unchanged. The seminar's main function is to mobilise, to motivate and to collect concrete and practical ideas for the campaign.

Profile and procedures for selection of the participants

The profiles remained unchanged. The secretariat shall make a pre-selection of the applicants and send it for consultation to the members of the Follow-up Group.

Preparing the programme

The Follow-up Group reviewed in detail the programme of the Preparatory seminar and, where appropriate, assigned tasks and responsibilities. A detailed programme, with responsibilities for preparation is appended to this report.

Facilitators and experts

Facilitators will be recruited primarily among participants/applicants and, where required, specifically contracted. The names of potential experts identified at the meeting are in the appended draft programme.

Reporting and documentation

More than a detailed report, we should strive to have the conclusions and proposals of the seminar available on-line as soon as possible. We would thus need an efficient and reliable documentalist.

We should also consider twitting from the seminar.

The Internet site for the project (no matter how provisional) should be used for the seminar and its preparation.

Practical and financial aspects

After the green light of the PC to re-deploy 10.000 € from the campaign preparations in the EYC budget to the seminar, we can have at least 50 participants, plus all the other experts, preparatory group, etc. This will imply that some 15 people may have to lodged at a nearby hotel.

Next meeting

9 October 2012 at 09:30.

8.   Training for bloggers and on-line activists

An update on the current state of affairs in the Training course for young bloggers and online activists was given by Ruxandra Pandea. The 30 participants are now in e-learning phase, some of them have started working on implementation of projects/initiatives and it is expected that they will be involved in the campaign together with the other NGOs and partners.

One of the main challenges is that not all of them have a decision role in their organisations or come from very informal communities online, therefore support measures like the call for special projects of the European Youth Foundation does not always fit their needs.

The participants have started a collective blog, available here: www.purplecouches.com and are collectively active though a facebook page: https://www.facebook.com/speaknohate.

A consultation with participants in the TC Bloggers on their role in the campaign will be held online before and during the preparation seminar.

A short update report on the current situation in the training course for young bloggers and online activists is appended to this report.

The calendar for preparation of the second training course is as following:

30 September – 20 October – call for the new team
30 September – 30 October – call for participants
20 November – start of e-learning modules;
6-14 April – residential training seminar;
e-learning goes on until December 2012: more units until summer, from summer it focuses on network and campaign support.

9. Study sessions with United and Human Rights Education Youth Network

Both study sessions are being prepared and both networks expressed the intention of developing projects contributing to the campaign and, more generally, to combating online hate speech. Hopefully, the campaign visuals will have been adopted as well as the campaign strategy. The cooperation is very good; United has volunteered to disseminate information about the campaign in their activities.

10. Update on the Council of Europe work on Internet Governance

The Youth Department is taking part in the internal Task Force on Internet Governance where there is a high level of interest in our project. Further connections should be sought, notably with the Steering Committee on Media and Information Society.

11. Brainstorming on launching and key moments of the campaign

The brainstorming was quick, time was short.

Launching: on 21 March 2013 or/and at the occasion of the Spring session of the Parliamentary Assembly.

Highlights: to be defined, for example, Safer Internet Day, International Roma Day, International Day Against Homophobia and Transphobia , International day against Fascism, Human Rights Day… There should be common actions on these days in order to (re)vitalize the campaign and create a sense of common action.

Closing: too early to speak of it, but concern was expressed, in view of the previous All Different – All Equal campaign, about ending the campaign too early. It takes sometimes many months until national campaign start rolling.

12. Preparation of the report to the Joint Council

After the preparatory seminar, a report will be drafted by the secretariat for adoption by the group to be presented at the next CMJ meeting together with, it is hoped, the project of the campaign.

13. Dates and place of the next meeting

The next meeting of the group was set for 15 and 16 January 2013.

14. Evaluation and closing of the meeting

The participants expressed satisfaction with the progress accomplished and optimism about the next steps.

Concern was expressed about the absence of CDEJ representatives because it undermines co-management and may result in lower commitment by the governmental partners to the project and the campaign.

Shannon was thanked and congratulated for chairing the meeting.

_____

Appendices
- Comments on Latte Creative campaign design and strategy
- Draft programme of the preparatory seminar (with tasks assigned for the preparation)
- Questions for the online survey
- Report on training course for young bloggers and online activists

_____

COMMENTS ON *LATTE CREATIVE* CAMPAIGN DESIGN AND STRATEGY

1. The Concept and Message (Hate Me)

We like

This is a very strong concept which everyone was impressed with. It clearly raises attention, leaves no one indifferent and, obviously, is a very important factor in an online space saturated with images and messages.

We like the heart, the paradox, the red colour. The word "Hate" is also a strong one which catches more attention than love, for example.

What is missing

There is no immediate relation to Hate Speech.

The paradox (heart-hate) and Hate Me is too strong and does not immediately tell the message.

There is no message, just a logo.

There is no relation to the campaign (on-line campaign) or to the Council of Europe (or both in one).

What is required

- A message that reflects the purpose of the campaign (hate speech, young people)

- An identification with the Council of Europe (at least for more institutional communication and in *some form* in all the sites; even though it does not have to be systematic)

- A positive message as well

- French, and perhaps Italian, versions of the message and slogan/s

Some suggestions

Using "Hate Me?" is less provocative and should still stir curiosity

Using Cartoon speech bubbles instead of hearts (hence reinforcing the idea of speech); or in addition to the hearts

To add variations, for example: "Hate Me" "Hate You" in positive/negative or mirror images (this could link a bit with the previous "all different – all equal" campaigns

Using more than one message so as to facilitate translation and adaptation to the national and organisational contexts.

2. Strategy

We are generally happy with the proposals made so far.

They seem to rely, however, on the agency of young people who are committed and "expert" with using videos, etc. Perhaps think of other/additional ways of participation. It is important to secure and convey the message that this is a campaign of/from/by young people and not just a campaign targeting young people.

Possible examples of how to create some viral effects on key dates of the campaign will be welcome.

Some connection with off-line events and actions may also be sought (as in the example with festivals caravan).

3. Budget

We found the budget to require a deep revision. But of course this is also very much linked with the deliverables/products and work that we'll end up commissioning you.

- The 24.000 € for the concept, strategy, etc. are a bit high for our budget. We can only correctly the costs and their affordability with the details for each product mentioned.

- iPhone application: is a bit expensive if it is limited to the iPhone. We would certainly want it also in Android and, if not causing significant additional costs, Blackberry. Otherwise, we'd have to remain, at this stage, with a version for mobiles of the site and platform

- The costs for launching and promotion are quite unrealistic in view of our possibilities. Please take into account the following:

  - we did not understand the 1 € costs of submission generated. Can you please elaborate?

  - The (junior) community manager should in principle working within the Council of Europe. No costs to be associated to this.

  - Concert activities: to be considered only if there is financial support/interest from our sponsors and partners

  - Web editor: specific function and role would need further definition.

  - Radio spots: possible, but not essential.

4. Products/deliverable we would need:

In addition to what is implicitly and explicitly comprised (message, logo, web site, etc):

- One or several promotional videos for the campaign;

- Language neutral/free pack for use by national partners

- Application in off-line materials (T-shirts, posters, publications...)

- One version/declination that is applicable to other (off-line) activities in the project against hate speech on-line or in other activities of the Council of Europe related to hate speech. In other words, to integrate the campaign visuals in more "institutional" presentations.

5. Contractual considerations

We would like to buy the full rights for the materials produced, to use and reproduce them without any subsequent approval, contract or payment for an unlimited period of time.

The materials ought to be usable across Europe, in other languages, by partners selected by us.

6. Timetable

We'll be working on a rather tight deadline with this project for the next 2 months. If we come to an agreement for our cooperation, here are the main deadlines to keep in mind:

10-12 October:

> Preparatory seminar with partners to prepare the campaign. At this seminar we would like you to present the European campaign concept, message and strategy and to take note of the comments, feed-back and suggestions from the participants. We would need, therefore, a draft revised concept by 4 October at the latest.

25 November:

> High-level conference on hate speech in Budapest.

> We would need the near final concept and, if possible, a promotional video about the campaign's strategy. The purpose is to inform about the campaign and to attract potential sponsors and partners. A paper version could also be produced.

21 March

> Official launching of the campaign.

> Everything should be ready by then, in English and in French.

DRAFT PROGRAMME OF THE PREPARATORY SEMINAR
(and tasks for the preparation)

In yellow: responsibility for providing an outline proposal for the session- <mark>Ruxa to provide template?</mark>

<mark>In green</mark>: responsibility for contacting people

Tuesday, 9 October

Meeting of the Preparatory Group

Briefing of facilitators and resource persons

Arrival of participants

19:00   Dinner

21:00   Welcome informal activities

Wednesday, 10 October <mark>RUXA</mark>

09:15   Welcome words by **Tina Mulcahy**, Head of the Youth Department (a.i.) of the Council of Europe

Official Opening

- **Thorbjørn Jagland**, Secretary General of the Council of Europe (tbc) <mark>(Rui)</mark>

- **NN**, Online campaign activist <mark>(Shannon)</mark>

- **Seija Astala**, Chairperson, Joint Council on Youth <mark>(Rui)</mark>

- **Peter Matjašič**, President of the European Youth Forum (tbc) <mark>(Rui/Letizia)</mark>

10:00   Expectations and experiences for the seminar and the campaign

10:45   Break

11:15   *Realities and threats of hate speech for young people today:* Introductory lecture by **Dr Gavan Titley**, Lecturer in Media Studies, National University of Ireland, Maynooth <mark>(Rui)</mark>

Questions and answers

12:45   Lunch

14:15   *Hate speech and freedom of expression: dilemmas and solutions in the human rights framework of the Council of Europe, by* **Christos Giakoumopoulos**, Director, Directorate of Human Rights, Council of Europe (tbc) <mark>(Rui)</mark>

15:00   *Young people and online hate speech*: main findings of the survey conducted by the Youth Department of the Council of Europe

15:45   Break

16:15   Introduction to the project Young People Combating Hate Speech On-line and the role of the campaign therein

16:45   Sharing experiences, challenges and projects, in the fields of

- Youth work and non-formal education (Saato Katinen) <mark>(Ruxa)</mark>

- Prevention and well-being of young people (Jugendschutz) <mark>(Ruxa)</mark>

- Legal and political action (INACH) (Ruxa)

19:00   Dinner

Evening

Informal programme, featuring presentations of projects, campaigns and tools...

Thursday, 11 October Rui, until lunch break

09:15   Introduction to the programme of the day

09:30   *Strategy, message and logo for the online campaign*, by **Latte Creative**

10:15   Working groups: feed-back, questions and proposals regarding the campaign strategy, message and logo

11:15   Coffee break

11:45   Feed-back from the working groups

12:30   Introduction to the *Campaign Groups*

12:45   Lunch

14:15   ***Campaign groups***: [**DAREK** for the general outline of the session]

1. Securing the active participation of young people in the campaign, with Åsa Gunnven (JEF) Letizia, **Letizia**

2. National campaigns, with IFLRY activist or Anton xx (Ungdom mot Rasssim) Ruxa, **Darek**

3. European dimension / programme of activities of the campaign, with Mikkel Banz Darek, or another resource person by Shannon. **Ruxa**

4. Campaign Tool-Kit, with Mara Georgescu Rui. **Letizia**

5. Research for the campaign, including national surveys, with Alana Lentin, Rui, and/or PEYR-Yarina, Darek. **Rui**

6. Landmarks for the campaign (including opening and closing events), with Thierry Dufour☺, **Shannon**

7. Educational materials and tools, with Anca-Ruxandra Pandea. Ruxa. **Ruxa**

8. Evaluation and Monitoring, with Dariusz Grzemny. Darek. **Darek.**

19:00   Dinner

Evening: Free / informal evening

Friday, 12 October

09:15   Introduction to the programme of the day

Check-up on Campaign Groups' progress

10:00   Finalisation of the Campaign Groups

12:30   Lunch

13:15   Reimbursement of travel expenses

14:45   Presentation of the results and proposals of the Campaign groups

16:15   Break

16:45   Conclusions of the seminar

17:00   Evaluation and closing of the seminar <mark>Shannon</mark>

       - **Shannon Stephens**, Advisory Council on Youth

       - Campaigner and on-line activist "why weed this beautiful campaign" <mark>Darek</mark>, <mark>Ruxa</mark>

       - **Snežana Samardžić-Marković**, Director General of Democracy, Council of Europe <mark>(Rui)</mark>

19:00   Dinner

21:30   "Off-line campaign party"!

Saturday, 13 October

       Departure of participants

_____

QUESTIONS FOR THE ONLINE SURVEY

Welcome to this survey. This survey is part of a project of the Council of Europe about young people and online hate speech.
We would like to know your opinion about hate speech online.
If you are not sure about what we mean by hate speech online click here.

This will take only 15 minutes of your time. The information you provide will help us to understand hate speech on-line and to build a European youth campaign about it.
All information provided will be anonymous.

[Text to open if people click on it]
What is Hate Speech?
For the purpose of the project and of this survey, hate speech should be understood as:

> all forms of expression which spread, incite, promote or justify racial hatred, xenophobia, antisemitism or other forms of hatred based on intolerance, including: intolerance expressed by aggressive nationalism and ethnocentrism, discrimination and hostility against minorities, migrants and people of immigrant origin.[1]

Hate speech involves targeting a range of people on the basis of their identities. In Europe today, the main targets include migrants and minorities, people with disabilities, women, Jews, Muslims and other religious groups, lesbian, gay, bisexual and transgendered people.
Hate speech is a form of human rights violation. It offends the dignity of those to whom it is targeted; it humiliates others and violates their fundamental rights to equality in dignity and to non-discrimination

What is Hate Speech Online?

In short, hate speech online is hate speech that is propagated through information and communication technologies on different kinds of online spaces, including social media networks such as Facebook and Twitter, comment threads of news sites and other web spaces, blog posts, online chat forums, Internet sites, etc.
It includes emails, videos, pictures, drawings, cartoons, games, forum posts, tweets, comments, text messages that ridicule, insult and propagate hate about people and groups.

Questions

I. About you
I.1 Your age
☐ 14-15 ☐ 16-18 ☐19-21 ☐ 22-25 ☐ 26-30 ☐30+
I.2 Sex☐ Female ☐ Male ☐ Other

I.3 You are a ... [multiple answers possible]
☐ School student ☐ High school student ☐ University student
☐ University graduate ☐ In vocational training ☐ Finished high school
☐ Unemployed ☐ Intern ☐ Employed
☐ Other (please specify)

I.4 How often are you on-line each week ?...
☐ Always ☐ 5-8 hours daily ☐ 2-4 hours daily ☐ Every second day
☐ Twice a week ☐ Once a week ☐ Less than once a week

I.5 How do you connect to the Internet? [multiple answers possible]

☐ Desk-top computer ☐ Portable computer ☐ Tablet

_____
[1] Council of Europe Committee of Ministers' Recommendation 97(20)

☐ Smartphone ☐ Mobile phone ☐ Game devices
☐ Television ☐ Other (please specify)

I.6 Where do you normally use the Internet? [multiple answers possible]
☐ From home ☐ Public or school library
☐ Internet café ☐ Everywhere, anywhere
☐ A youth centre

I.7 What are your native languages?

I.8 What language/s do you use on-line?

I.9 Residence, nationality
☐ In which country do you live?
☐ What is your nationality/ies?

I.10 Do you identify with any of the following groups? (in alphabetical order; multiple choice)
☐ Lesbian, Gay, Bi-sexual, Trans-gender
☐ Jewish ☐ Muslim ☐ Christian
☐ People with disabilities ☐ Immigrants ☐ Refugees ☐ Ethnic minority
☐ Roma
☐ National minority ☐ Foreigners ☐ Homeless
☐ Poor ☐ Religious minority ☐ Other (please specify)
☐ Feminists

II. Your Experience of Hate Speech On-line

II.1 Have you ever encountered hate speech on-line?
☐ Yes ☐ No

If yes

II.2 Who were the targets/victims of the hate speech? [Multiple choice?]
☐ Lesbian, Gay, Bi-sexual, Trans-gender
☐ Jewish ☐ Muslim ☐ Christian
☐ People with disabilities ☐ Immigrants ☐ Refugees ☐ Ethnic minority
☐ Roma
☐ National minority ☐ Foreigners ☐ Homeless
☐ Poor ☐ Religious minority
☐ Women ☐ Feminists ☐ Other (pease specify)

II.3 Where was it?
☐ Internet site ☐ On-line video ☐ Blog
☐ Podcast ☐ On-line cartoon ☐ ☐ SMS or MMS
☐ Comment on a forum or news portal
☐ Social network
☐ News portals
☐ Other (please specify)

II.4 How often do you come across such messages?
☐ Everytime I am on-line
☐ Regularly
☐ Sometimes
☐ Rarely

II.5 How do you feel when confronted with hate speech on-line? [Multiple choices]
☐ Threatened ☐ Amused ☐ Uneasy
☐ I don't care ☐ Upset ☐ Powerless
☐ Secure in my own beliefs and convictions
☐ Strong ☐ Motivated to take action

II.6 What do you do in response to hate speech on-line?

☐ Ignore it   ☐ Pass it on to friends   ☐ Reply and react against it
☐ Tell the authorities ☐ Ask for advice from friends or relatives
☐ Report to the Internet or Service Provider (e.g. to social networks)
☐ Start a campaign or project against it
☐ Joined a campaign or project against it

II.7 Have you ever felt personally threatened or offended by On-line hate speech?
☐ Yes ☐ No

II.7.b. *If yes*, what did you do?
☐ Ignore it   ☐ Pass it on to friends   ☐ Reply and react against it
☐ Tell the authorities ☐ Ask for advice from friends or relatives
☐ Report to the Internet or Service Provider (e.g. to social networks)
☐ Start a campaign or project against it
☐ Joined a campaign or project against it

II.7.c. Do you know where you can get help if needed?
☐ Yes ☐ No

II.8 Have you ever posted or sent content on-line that could be considered hate speech?
☐ Yes ☐ No ☐ I am not sure

II.8.b *If yes*, why did you do it?
☐ It seemed fun   ☐ I agree with it   ☐ I did not think about it
☐ To react against it ☐ To protect myself ☐ Because the Internet is free   ☐ I
don't know   ☐ To hurt someone   ☐ Other (please specify)

III. Your Opinion about Hate Speech On-line

III.1 Hate speech On-line should be:
☐ Opposed and fought
☐ Controlled and Monitored
☐ Forbidden
☐ Punished
☐ Allowed without restrictions

III.2 Do you think it is "OK" to post and state things on-line that you would not dare to say face to face to other people?

III.3 Do you think that human rights must apply to the on-line world like they apply in the rest of society?
☐ Yes ☐ No ☐ I don't know

III.4 What is your opinion about the following statements
☐ Strongly agree ☐ Agree ☐ No opinion ☐ Disagree ☐ Strongly disagree
- It is important for everyone to feel safe on-line
- It is important for anyone to place anything that they want on-line
- It is important to respect other people's human rights on-line
- It is important that no-one controls what is placed on-line
- It is important that some legal authority removes offensive content on-line
- It is important that hate speech is punished both on-line and off-line
- It is important to inform people about hate speech on-line

III.5 If you were to take part in a campaign against hate speech on-line, what would you like to see happening?

III.6 Have you received any training or education about using the Internet or on-line safe

behaviour?

        ☐ Yes   ☐ No

III.6.b. *If yes*, please specify where:

Thank you very much for your time and contribution!
The results of the survey will be published in the Council of Europe Internet site at
www.coe.int/youth

If you would like to receive information about the Council of Europe youth campaign against hate speech on-line, please leave us your email.

Thanks again!