

Cyberbullying:

Identification, Prevention, and Response

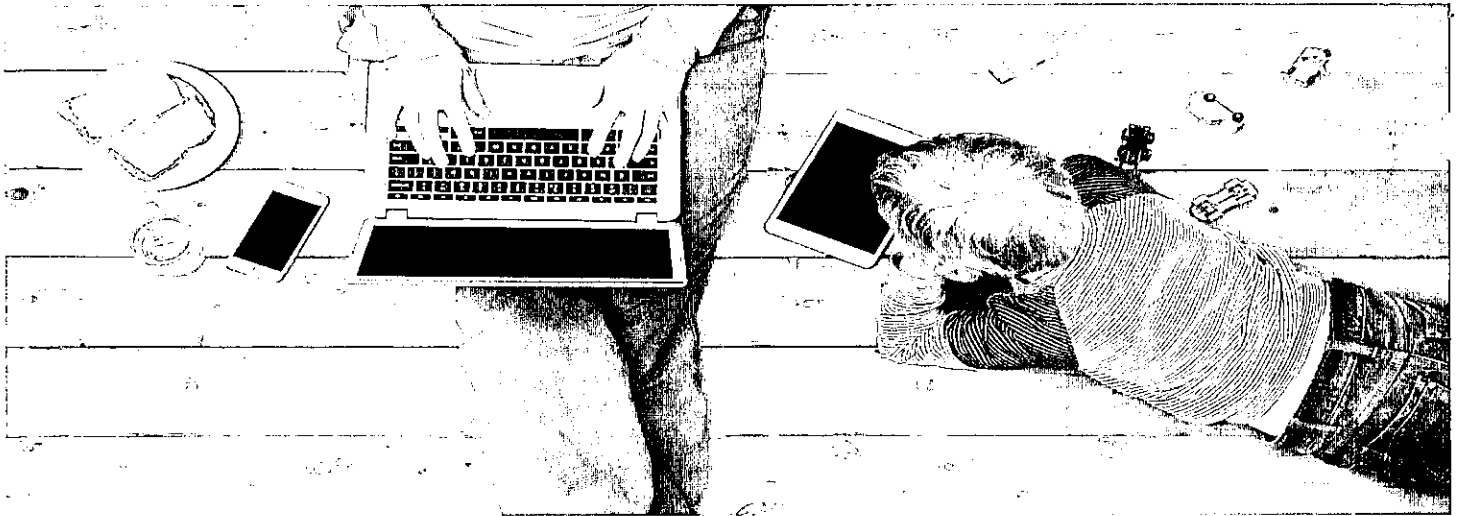


2020 Edition



CYBERBULLYING
RESEARCH CENTER

Sameer Hinduja, Ph.D.
Justin W. Patchin, Ph.D.



Youth have been bullying each other for generations. The latest generation, however, has been able to utilize technology to expand their reach and the extent of their harm. This phenomenon, termed *cyberbullying*, is defined as: *"willful and repeated harm inflicted through the use of computers, cell phones, and other electronic devices."* Basically, we are referring to incidents where adolescents use technology to harass, threaten, humiliate, or otherwise hassle their peers. For example, youth can send hurtful texts to others or spread rumors using smartphones or tablets. Teens have also created web pages, videos, and profiles on social media platforms making fun of others. With mobile devices, adolescents have taken pictures in a bedroom, a bathroom, or another location where privacy is expected, and posted or distributed them online. Others have recorded unauthorized videos of their peers and uploaded them for the world to see, rate, tag, and discuss. Still others are embracing anonymous apps or the interactive capabilities on gaming networks to tear down or humiliate others.

What are some negative effects that cyberbullying can have on a person?

There are many detrimental outcomes associated with cyberbullying that reach into the real world. First, many targets report feeling depressed, sad, angry, and frustrated. As one teenager told us: "It makes me hurt both physically and mentally. It scares me and takes away all my confidence. It

makes me feel sick and worthless." Those who are victimized by cyberbullying also reveal that they are often afraid or embarrassed to go to school. In addition, research has revealed a link between cyberbullying and low self-esteem, family problems, academic difficulties, school violence, and various delinquent behaviors. Finally, cyberbullied youth also report having suicidal thoughts, and there have been a number of examples in the United States and abroad where youth who were victimized ended up taking their own lives.

Where does cyberbullying commonly occur?

Cyberbullying occurs across a variety of venues and mediums in cyberspace, and it shouldn't come as a surprise that it occurs most often where adolescents congregate online. In the early 2000s, many kids hung out in chat rooms, and as a result that is where most harassment took place. In recent years, most youth have been drawn to social media (such as Instagram, Snapchat, TikTok, and Twitter), voice/text chat in popular games (Roblox, League of Legends, Overwatch, PlayerUnknown Battlegrounds, Fortnite) and video-sharing and streaming sites (such as YouTube, Twitch, and Live.Me). This trend has led to increased reports of cyberbullying occurring in those environments. We are also seeing it happen in augmented reality (AR) and virtual reality (VR) environments, in social gaming sites, and in anonymous apps that come and go on a regular basis.

Cyberbullying by the numbers

Estimates of the number of youth who experience cyberbullying vary widely (ranging from 10-40 percent or more), depending on the age of the group studied and how cyberbullying is formally defined. In our research, we inform students that cyberbullying is when someone "repeatedly makes fun of another person online or repeatedly picks on another person through email or text message or when someone posts something online about another person that they don't like." Using this definition, about 28 percent of the students who have been a part of our most recent 11 studies over the last twelve years have said they have been the victim of cyberbullying at some point in their lifetime. About 16 percent admitted to cyberbullying others during their lifetime. In our 2019 study of a nationally-representative sample of approximately 5,000 middle and high schoolers in the U.S., 36.5 percent said they had been cyberbullied during their lifetime, while 17.4 percent said they had been cyberbullied within the previous 30 days. With regard to offending, 14.8 percent revealed they had cyberbullied others during their lifetime, while 6.3 percent admitted doing so in the last 30 days.

Cyberbullying vs. traditional bullying

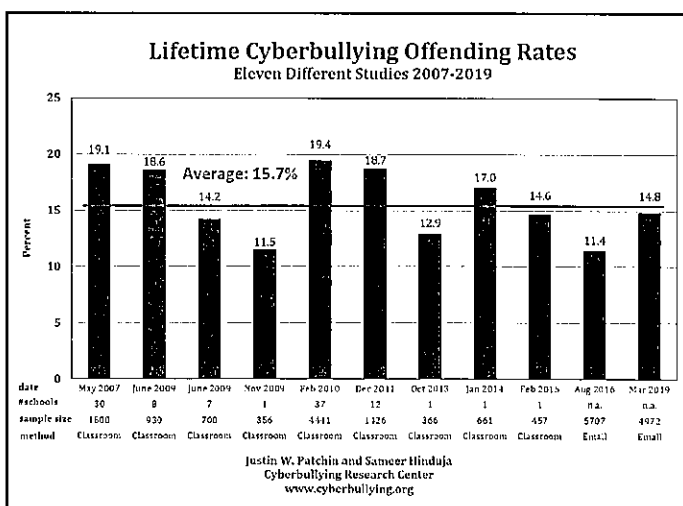
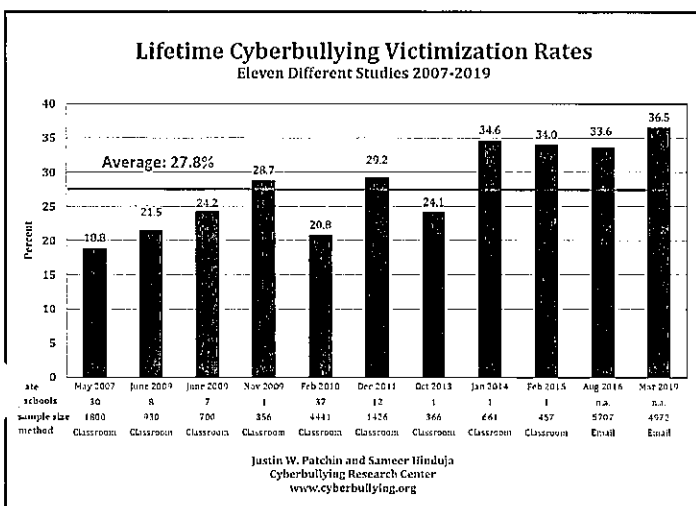
While often similar in terms of form and technique, cyberbullying and bullying have many differences that can make the latter even more devastating. With cyberbullying, targets may not know who is targeting them, or why. The aggressor can cloak his

or her identity using anonymous email addresses or pseudonymous screen names. Second, the hurtful actions of those who cyberbully can more easily go viral; that is, a large number of people (at school, in the neighborhood, in the city, in the world!) can participate in the victimization, or at least find out about the incident with a few keystrokes or touchscreen impressions. It seems, then, that the pool of potential targets, aggressors, and witnesses/bystanders is limitless.

Third, it is often easier to be cruel using technology because cyberbullying can be done from a physically distant location, and the aggressor doesn't have to see the immediate response by the target. In fact, some teens simply might not realize the serious harm they are causing because they are sheltered from the target's response. Finally, while parents and teachers are doing a better job monitoring youth at school and at home, many adults don't have the technological know-how (or time) to keep track of what teens are up to online. As a result, a target's experience may be missed and an aggressor's actions may be left unchecked. Even if those who bully are identified, many adults find themselves unprepared to adequately respond.

Why is cyberbullying becoming a major issue?

Cyberbullying is a growing problem because increasing numbers of kids are using and have completely embraced online interactivity. A remarkable 95% of teens in the U.S. are online, and the vast



majority access the internet on their mobile device. They do so for school work, to keep in touch with their friends, to play games, to learn about celebrities, to share their creations, or for many other reasons. Because online communication tools have become such a tremendous part of their lives, it is not surprising that some youth have decided to use the technology to be malicious or menacing toward others. The fact that teens are constantly connected to technology means they are susceptible to victimization (and able to act on mean impulses toward others) around the clock. And because some adults have been slow to respond to cyberbullying, many feel that there are little to no consequences for their actions.

Cyberbullying crosses all geographical boundaries. Online connectivity across a broad variety of devices has opened up the whole world to users, and for the most part this has been a good thing (a really good thing!). Nevertheless, some users feel free to post or send whatever they want while online without considering how that content can cause harm.

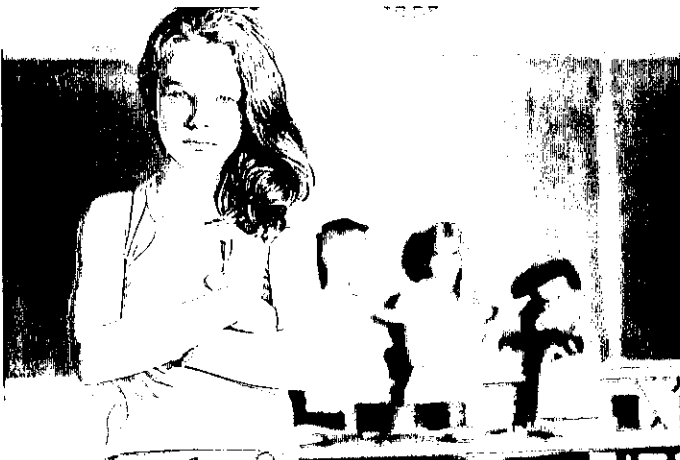
Obstacles in the fight to stop cyberbullying

There are two primary challenges today that make it difficult to prevent cyberbullying. First, even though this problem has been around for over two decades, some people still don't see the harm associated with it. Some attempt to dismiss or disregard cyberbullying because there are "more serious problems to worry about." While it is true that there are many issues facing adolescents, parents, teachers, and law enforcement today, we first need to

accept that cyberbullying is one such problem, that will only get worse if ignored.

The other challenge relates to who is willing to step up and take responsibility for responding to inappropriate use of technology. Parents often say that they don't have the knowledge or time to keep up with their kids' online behavior, and that schools should be covering it in detail during class time and through other programming. Educators are often doing their part through policies, curricula, training, and assemblies, but sometimes don't know when and how to intervene in online behaviors that occur away from school but still involve their students. Finally, law enforcement is hesitant to get involved unless there is clear evidence of a crime or a significant threat to someone's physical safety. As a result, cyberbullying incidents either slip through the cracks, are dealt with too formally (or informally), or are otherwise mismanaged. At that point, the problem behaviors can continue and even escalate because they aren't adequately or appropriately addressed.

Based on these challenges, we need to create an environment where all youth feel comfortable talking with adults about this problem and feel confident that meaningful steps will be taken to resolve the situation. We also need to get everyone involved - kids, parents, educators, counselors, youth leaders, law enforcement, social media companies, and the community at large. It will take a concerted and comprehensive effort from all stakeholders to make a meaningful difference in reducing cyberbullying.



"Today my best friends turned on me and put my business on social media and I can't believe why! I told them who I liked and they took and posted our conversation...I didn't want to fight back but I did and one of my friends told everyone the guy I like told her he would never date me and now everyone knows :(now everyone's calling me dirty and a slut."

The role of parents

The best tack parents can take when their child is cyberbullied is to make sure they feel (and are) safe, and to convey unconditional support. Parents must demonstrate to their children through words and actions that they both desire the same end result: **that the cyberbullying stop** and that life does not become even more difficult. This can be accomplished by working together to arrive at a mutually-agreed upon course of action, as many times it is appropriate (and important) to solicit the child's perspective as to what might be done to improve the situation. It is so critical not to be dismissive of their perspective, but to validate their voice and perspective. Targets of cyberbullying (and those who observe it) must know for sure that the adults who they tell will intervene rationally and logically, and not make the situation worse.

If it is deemed necessary, parents should explain the importance of scheduling a meeting with school administrators (or another educator they trust) to discuss the matter. Parents may also be able to contact the father or mother of aggressor, and/or work with the Internet Service Provider, Cell Phone Service Provider, or Content Provider to investigate the issue or remove the offending material. Many times, the target simply wants the content or account deleted so they can move on with their life. The police should also be approached when physical threats are involved or a crime has possibly been committed (extortion, stalking, blackmail, sexual exploitation of minors, etc.).

Overall, parents must educate their kids about appropriate online behaviors just as they convey appropriate offline behaviors. They should also monitor their child's activities while online – especially

early in their exploration of cyberspace. This can be done informally (through active participation in your child's internet experience, which we recommend most of all) and formally (through software). Spying on kids and unnecessarily invading their privacy should only be done as a last resort when there is a significant cause for concern. Honest and open monitoring is a part of a healthy parent-child relationship. Spying conveys distrust and may encourage youth to go further underground.

In time, parents will need to give their children more freedom, privacy, and responsibility. They will never be able to monitor their child's activities 24/7, nor should they need to do so. As a result, it is crucial that parents cultivate and maintain an open, candid line of communication with their children, so that they are inclined to reach out when they experience something unpleasant or distressing online. Reinforce positive morals and values about how others should be treated with respect and dignity. Point out models to emulate in society, and use viral mistakes made by other youth and adults as teachable moments.

Resilience - the skill to bounce back after facing adversity - is also important to cultivate with intention at this stage. Instead of swooping in and rescuing kids from all of their social and relational struggles, help them hone the ability to deflect, disrupt, dispute, shrug off, or otherwise ignore hurtful things that others say or post. This can occur by helping them internalize positive beliefs (rather than self-defeating thoughts) after being cyberbullied, or by spotlighting relatable overcomers in books and movies with whom they can connect.

Parents may also utilize an age-appropriate "Technology Use Contract" to foster a crystal-clear



understanding about what is and is not appropriate with respect to the use of various devices and online communication tools. When there are violations, immediate logical consequences must be given that are proportionate to the misbehavior. Kids need to learn that inappropriate online actions will not be tolerated. Get them to understand that technology use and access is a privilege, and not a right—and with those privileges come certain responsibilities that must be respected.

If a parent discovers that their child is cyberbullying others, they should first communicate how that behavior inflicts harm and causes pain in the real world. We must remember that kids are not sociopaths—they are just kids who sometimes lack empathy and make mistakes. Give them the opportunity to address the behavior and move on. That said, consequences should be firmly applied depending on seriousness and intentionality (and escalated if the behavior continues). Moving forward, it is essential that parents pay even greater attention to the technology use of their child to make sure that they have internalized the lesson and are continually acting in responsible ways. Finally, work to cultivate empathy by intentionally putting them

“I like the way they [my school] handled it because they treated me with respect and did not laugh at the situation.
They took it seriously.”

in situations that make them uncomfortable and that can soften their heart. This might involve community service projects, missions trips, or other activities that help them to take alternative perspectives and begin to understand that everyone is fighting a hard battle.

What should schools do to prevent cyberbullying?

The most important preventive step that schools can take is to educate the school community about responsible use of their devices at all times (ideally through a concerted focus on digital citizenship responsibilities). Students need to know that all forms of bullying are wrong and that those who engage in harassing or threatening behaviors will be subject to discipline. It is therefore essential to discuss issues related to appropriate online communications in various areas of the general curriculum. To be sure, these messages should be reinforced in classes that regularly utilize technology. Signage also should be posted around campus to remind students of the rules of acceptable use. In general, it is crucial to establish and maintain an environment of respect and integrity where violations result in informal or formal sanction.

Furthermore, school district personnel should review their harassment and bullying policies to ensure that it allows for the discipline of students who engage in cyberbullying. If their policy covers it,

cyberbullying incidents that occur at school - or that originate off campus but ultimately result in a substantial disruption of the learning environment - are well within a school's legal authority to intervene. The school then needs to make it clear to all stakeholders. In some cases, simply discussing the incident with the offender's parents will result in the behavior stopping. If inappropriate behaviors continue, additional steps need to be taken.

A youth may be being cyberbullied if he or she:

- unexpectedly stops using their device(s)
- appears nervous or jumpy when using device(s)
- appears uneasy about being at school or outside
- appears to be angry, depressed, or frustrated after texting, chatting, using social media, or gaming
- becomes abnormally withdrawn
- avoids discussions about their activities online

A youth may be cyberbullying others if he or she:

- quickly switches screens or hides their device
- uses their device(s) at all hours of the night
- gets unusually upset if they can't use device(s)
- avoids discussions about what they are doing online
- seems to be using multiple online accounts, or an account that is not their own

In general, if a child acts in ways that are inconsistent with their usual behavior when using these devices, find out why.

What should schools do to respond to cyberbullying?

Students should understand that cyberbullying will result in consequences at school, and our recent research shows that this known potential has a meaningful deterrent effect on youth. Utilize school liaison officers or other members of law enforcement to thoroughly investigate incidents, as needed, if the behaviors cross a certain threshold of severity. Once the offending party has been identified, develop a response that is commensurate with the

harm done and the disruption that occurred.

Moreover, schools should come up with creative response strategies, particularly for relatively minor forms of harassment that do not result in significant harm. For example, students may be required to create anti-cyberbullying posters to be displayed throughout the school, or a public service announcement (PSA) video conveying an anti-bullying and/or a pro-kindness message. Older students might be required to give a brief presentation to younger students about the importance of using technology in ethically-sound ways. The point here, again, is to condemn the behavior (without condemning the child) while sending a message to the rest of the school community that bullying in any form is wrong and will not be tolerated.

Even though the vast majority of these incidents can be handled informally (calling parents, counseling the aggressor and target separately, expressing condemnation of the behavior), there may be occasions where formal response from the school is warranted. This is particularly the case in incidents involving serious threats toward another student, if the target no longer feels comfortable coming to school, or if cyberbullying behaviors continue after informal attempts to stop it have failed. In these cases, detention, suspension, changes of placement, or even expulsion may be necessary. If these extreme measures are required, educators must clearly articulate the link to school and present evidence that supports their action.

Cyberbullying and school climate

The benefits of a positive school climate have been identified through much research over the last thirty years. It contributes to more consistent attendance, higher student achievement, and other desirable student outcomes. Though limited, research done on school climate and traditional bullying also underscores its importance in preventing peer conflict. One of our recent studies found that students who experienced cyberbullying (both those who were targets and those who admitted to cyberbullying others) perceived a poorer climate at their school than those who had not experienced cyber-

bullying. Youth were asked whether they “enjoy going to school,” “feel safe at school,” “feel that teachers at their school really try to help them succeed,” and “feel that teachers at their school care about them.” Those who cyberbullied others or who were the target of cyberbullying were less likely to agree with those statements.

Overall, it is critical for educators to develop and promote a safe and respectful school climate - one marked by shared feelings of connectedness, belongingness, peer respect, morale, safety, and even school spirit. A positive on-campus environment will go a long way in reducing the frequency of many problematic behaviors at school, including bullying. In this setting, teachers must demonstrate emotional support, a warm and caring atmosphere, a strong focus on academics and learning, and a fostering of healthy self-esteem. In schools with healthy climates, students know what is appropriate and what is not.



What can youth do?

First and foremost, youth should develop a relationship with an adult they trust (a parent, teacher, or someone else) so they can talk about any experiences they have online (or off) that make them upset or uncomfortable. If possible, teens should ignore minor teasing or name calling, and not respond to the aggressor as that might simply make the problem continue. If they can develop the ability to demonstrate resilience when targeted, it will bode well for their future since there will always be others who want to tear them down as they journey towards personal and professional success in life.

Kids should also use the account and privacy settings within each device, app, or network to control who can contact and interact with them, and who can read their online content. This can significantly reduce their victimization risk.

It's useful to keep all evidence of cyberbullying to show an adult who can help. If targets of cyberbullying are able to keep a log or a journal of the dates and times and instances of the online harassment, that can also help prove what was going on and who started it—which greatly helps during an investigation. This information can also be forwarded to the respective site or company that serves as the venue or medium for the cyberbullying. Youth should take the time to report any harassment, threats, impersonation, or other problems they see or experience, and remember that their identity will be protected to the maximum extent of the law when doing so (we have a frequently updated list of Internet, gaming, and social media companies and their contact information at cyberbullying.org/report so you know exactly where to get help).

Also, kids should go online with their parents, show them what sites and apps they use, and share why they love them. They should tell their parents how they are keeping themselves safe online, and allow mom or dad to suggest other strategies as well.

Finally, youth should pause before they post—and make wise decisions with what they share or send or post online, considering the possibility that anyone and everyone may see it (including their parents, and others with opportunities to give them).

Don't stand by

Bystanders also have a very critical role to play. Those who witness cyberbullying generally do not want to get involved because of the hassle and problems they fear it might bring upon them, yet they often recognize that what they are seeing is not right and should stop. However, by doing nothing, bystanders are doing something—they are passively encouraging the behavior. By actively standing up—in that moment or right afterward (by defending the target, providing encouragement, helping to block and report the harassment, saving digital evidence, and reaching out to an adult), they can make a huge difference in improving the situation, as targets often feel helpless and hopeless and need someone to come to the rescue. Finally, they should never directly or indirectly contribute to the behavior – by forwarding hurtful messages, laughing at inappropriate jokes or content, condoning the act just to “fit in,” or otherwise silently allowing it to continue.

To be sure, sometimes it is hard for a student—all alone—to step up on behalf of others. However, it is a lot easier to do when the help and support of one or two other friends. Encourage students to band together with others if they are nervous about intervening by themselves.

When should law enforcement get involved?

Law enforcement officers also have a role in preventing and responding to cyberbullying. They first need to be aware of ever-evolving state and local laws concerning online behaviors, and equip themselves with the skills and knowledge to intervene as necessary. In our research, we found that almost one-quarter of officers did not know if their state had a cyberbullying law. This is surprising since their most visible responsibility involves responding to actions which are in violation of law (e.g., harassment, threats, stalking). Even if the behavior doesn't appear to rise to the level of a crime, officers should use their discretion to handle the situation in a way that is appropriate for the circumstances. For example, a simple discussion of the legal issues involved in cyberbullying may be enough to deter some youth from future misbehavior. Officers might also talk to parents about their child's conduct and express to them the seriousness of online harassment.

Relatedly, officers can play an essential role in preventing cyberbullying from occurring or getting out of hand in the first place. They can speak to students about cyberbullying and online safety issues more broadly to discourage them from engaging in risky or unacceptable actions and interactions. They might also address parents about local and state laws, so that they are informed and can properly respond if their child is involved in an incident.

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Sameer Hinduja, Ph.D. is a professor at Florida Atlantic University

Justin W. Patchin, Ph.D. is a professor at the University of Wisconsin-Eau Claire.

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