

## Gaggle Safety Management Incident Response Rubric

All items are categorized according to the nature and severity of the content in question. The Gaggle Safety Management Team determines where the content falls on the rubric and takes the appropriate action. For activities with multiple reasons, the strongest response will be applied. In cases of uncertainty, Gaggle will take a conservative approach and err on the side of caution.

### Action Performed by Gaggle Safety Management Team

|                         |   | DELETE   | UNBLOCK  | VIOLATION   | QCON*   | PSS  |
|-------------------------|---|--|--|---|---|--|
| Queued Content Includes | <b>PROFANITY/RACISM/<br/>INAPPROPRIATE LANGUAGE</b> | Content is bulk or spam, or non-threatening and incoming from a non-Gaggle source. | Content is a false positive, obvious school work or an unthreatening joke. | Content contains deliberate profanity or inappropriate language.  | Content includes hate speech directed to a student or non-student.  |  |
|                         | <b>NUDITY/SEXUAL CONTENT</b>                        | Content is bulk or incoming advertisement or spam.                                 | Content is a false positive or is school work.                             | Content is intentionally suggestive, demeaning or is a student image that is unintentionally provocative. | Content includes intentional sharing of professional images or on-going sexual activity by a student including sexting.               | Content includes pornography that appears to include a student or a plan for imminent sexual activity.                 |
|                         | <b>VIOLENCE/<br/>ABUSE-SELF</b>                     |  | Content is a false positive or is school work.                             |   | Content includes possible self-harm of a non-student or student with no time frame mentioned.   | Content indicates current self-harm by a student and/or an imminent threat to the student's well-being.                |
|                         | <b>VIOLENCE/RAPE/ABUSE-<br/>OTHERS</b>              | Content is bulk or incoming advertisement or spam.                                 | Content is a false positive or is school work.                             |   | Content indicates possible threats by, or to, a non-student, past or planned threats of violence or bullying with no imminent threat. | Content indicates threats of violence or bullying by, or to, a student with an imminent threat to anyone's well-being. |
|                         | <b>ALCOHOL/SMOKING/DRUGS</b>                        | Content is bulk or incoming advertisement or spam.                                 | Content is school work or an unthreatening joke.                           |   | Content indicates use of alcohol, tobacco or drugs.   | Content indicates possession, possible sale or procurement of illegal substance.                                       |

\*If Questionable Content (QCON) is not school work, items will be considered inappropriate when reviewed.

**VIOLATIONS:** Students can receive warnings by email for violations. Administrators can be copied when multiple warnings occur.

**QCON:** Questionable Content results in an email notification sent to the school or district's specified contacts.

**PSS:** Possible Student Situations result in direct personal notification by telephone to the school or district's specified contacts.

Gaggle Safety Representatives use email as their means of notification for Violations and QCONs. If you receive a voice message from the team requesting a call back, it's imperative that you return the call ASAP. Since phone calls are reserved for serious situations (PSS), a return call is required to confirm that the situation is being handled. For additional Gaggle Safety Management questions, please contact Gaggle directly at support@gaggle.net