

What do Gaggle Student Safety Representatives look for?

Gaggle Student Safety Representatives will be watching for Possible Student Situations (PSS), Questionable Content (QCON) and User Violations.

Possible Student Situations (PSS): An immediate threat to the student, including but not limited to: violence; suicide; rape; or harmful family situations.

Questionable Content (QCON): Not an immediate threat to a student, but content that is cause for concern and should be brought to an administrator's attention. This includes but is not limited to: a cyber-bullying event; pornographic images; graphic, violent or sexually related stories; or files not associated with an assignment.

User Violation: A situation where a student uses minor profanity or insulting language or attempts to send provocative, but not pornographic images.

What is the process for handling a Possible Student Situation (PSS)?

When a Possible Student Situation occurs between the hours of 6:00 a.m. and 11:00 p.m. (CT), a Gaggle Student Safety Representative will gather as much information as possible and attempt to call the emergency contacts by phone, in the order provided. If a situation arises after the stated hours and has the potential to be immediately life threatening, the Safety Representative will call the emergency contacts immediately. If unable to reach the contacts, Gaggle will call local law enforcement. If a situation arises after hours, but doesn't appear to be an immediate threat, it will be brought to the district's attention the next morning.

What is the process for handling a Questionable Content (QCON)?

An email with details of the QCON is sent to all three emergency contacts on file.

What is the process for handling a User Violation?

A warning email is sent to the student who has committed the violation. If the student commits any subsequent violations, then the student's assigned administrator will be copied on the warning. A three strikes policy is in place for User Violations. This means the student's account privileges will be limited on the third violation for a two-week period or until reinstated by the administrator.

Which notifications are sent to which contacts?

All emergency contacts will receive PSS and QCON notifications. The assigned administrator of the student with a violation will receive a copy of second and third violations.

What is the process for handling pornography?

If the pornography appears to be professional, or clearly does not involve a student, a Gaggle Student Safety Representative will notify the emergency contacts listed for the district. If the pornography appears to be produced by the sender, or if it appears to involve a student, Gaggle will first notify the district's emergency contacts, then a report will be made on the CyberTipline of the National Center for Missing and Exploited Children (NCMEC). You will not need to notify your local law enforcement. NCMEC will review Gaggle's report and contact the appropriate law enforcement entity to handle the issue if necessary.

IMPORTANT: Please note that only issues related to possible child sexual exploitation get submitted to NCMEC. All other critical issues will be reported to your district's emergency contacts registered with Gaggle for follow up internally.

Gaggle Safety Management Incident Response Rubric

All flagged activities are categorized according to the type of content that generated the flag. The Gaggle Safety Management Team determines where on the grid the content falls and takes the appropriate action. In the case of an activity or messages that contain multiple flagged reasons, the strongest response will be applied.

	1-DELETE	2-UNBLOCK	3-WARN	4-QCON	5-QCON	6-PSS
PROFANITY/RACISM/ INAPPROPRIATE LANGUAGE	Content is bulk or spam, or non-threatening and incoming from a non-Gaggle address or third party (i.e., Twitter, Edmodo or Facebook).	Content is false positive or is obviously school work or used as an obvious and unthreatening joke.	Content contains deliberate profanity or inappropriate language.	Content is possibly, but not obviously, school work or indicates possible bullying by or of a non-student.		
NUDITY/SEXUAL CONTENT	Content is bulk and/or incoming advertisement or spam.	Content is false positive or is obviously school work.	Content is intentionally suggestive or demeaning or is a student image that is unintentionally provocative.	Content is possibly, but not obviously, school work or is intentional sharing of professional images.	Content indicates 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.
VIOLENCE/ ABUSE-SELF		Content is false positive or is obviously school work.		Content is possibly, but not obviously, school work or indicates possible self-harm of a non-student or past self-harm behavior of a student.	Content indicates on-going self-harm (i.e., cutting) behavior by a student with no time frame mentioned.	Content indicates current self-harm behavior by a student and/or an imminent threat to the student's well-being.
VIOLENCE/RAPE/ABUSE-OTHERS	Content is bulk and/or incoming advertisement or spam.	Content is false positive or is obviously school work.		Content is possibly, but not obviously, school work or indicates possible threats by or to a non-student.	Content indicates past or planned threats of violence or bullying to or by a student with no obvious imminent threat.	Content indicates threats of violence or bullying to or by a student with an imminent threat to anyone's well-being.
ALCOHOL/SMOKING/DRUGS	Content is bulk and/or incoming advertisement or spam.	Content is obviously school work or used as an obvious and unthreatening joke.		Content is possibly, but not obviously, school work.	Content indicates use of alcohol, tobacco or drugs.	Content indicates possession, possible sale or procurement of illegal substance.

Warn: Gaggle's 3 Strikes policy is applied and students are warned via email. Upon the third strike, student email privileges are temporarily restricted, so they are only allowed to email educators in the district.

QCON: Questionable Content results in email notification to the district's specified contacts.

PSS: Possible Student Situations result in direct personal notification via telephone to the district's specified contacts.

The Gaggle Student Safety Representatives use email as their means of notification for Warnings 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.

Note: For additional Gaggle Safety Management questions, please contact Gaggle directly at support@gaggle.net