

## 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.

|  | DELETE               | RESOLVE  | VIOLATION  | QCON   | PSS   |
|--|----------------------|--|--|--|---|
| <b>Drugs &amp; Alcohol</b>             | Content is spam/bulk | Content is resolved and appropriate as school work |  | Content reveals use of alcohol, tobacco or drugs without evidence of imminent activity                 | Content reveals possession, intent to sell or intent to procure an illegal substance                              |
| <b>Harassment</b>                      |                      | Content is resolved and appropriate as school work |  | Content reveals harassment without evidence of an imminent threat                                      | Content reveals harassment with evidence of an imminent threat  |
| <b>Nudity &amp; Sexual Content</b>     | Content is spam/bulk | Content is resolved and appropriate as school work | Content is suggestive or contains a provocative image              | Content contains professional pornography or reveals inappropriate sexual activity involving a student | Content contains pornography that appears to include a minor or an imminent plan of inappropriate sexual activity |
| <b>Profanity &amp; Vulgar Language</b> | Content is spam/bulk | Content is resolved and appropriate as school work | Content contains inappropriate use of profanity or vulgar language |  |   |
| <b>Suicide &amp; Self Harm</b>         |                      | Content is resolved and appropriate as school work |  | Content reveals intentions of harm to self without evidence of an imminent threat                      | Content reveals an imminent plan of suicide or self harm  |
| <b>Violence Towards Others</b>         | Content is spam/bulk | Content is resolved and appropriate as school work |  | Content reveals threats of violence without evidence of an imminent threat                             | Content reveals an imminent threat of violence  |

**VIOLATION:** Students receive warnings by email for violations. Administrators are 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.*