

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
Profanity & Vulgar Language	Content is spam/bulk	Content is a false positive or appropriate school work	Content contains inappropriate use of profanity or vulgar language		
Nudity & Sexual Content	Content is spam/bulk	Content is a false positive or appropriate 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
Suicide & Self Harm		Content is a false positive or appropriate school work		Content reveals intentions of self harm without evidence of an imminent threat	Content reveals an imminent plan of suicide or self harm
Violence Towards Others	Content is spam/bulk	Content is a false positive or appropriate school work		Content reveals threats of violence without evidence of an imminent threat	Content reveals an imminent threat of violence
Harassment		Content is a false positive or appropriate school work		Content reveals harassment without evidence of an imminent threat	Content reveals harassment with evidence of an imminent threat
Drugs & Alcohol	Content is spam/bulk	Content is a false positive or appropriate 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

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.