Gaggle Safety Management **Incident Response Rubric**

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

	DELETE	RESOLVE	VIOLATION	QCON	PSS
Drugs & Alcohol	Content is spam/bulk	Content is resolved and appropriate as schoolwork		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
Harassment		Content is resolved and appropriate as schoolwork		Content reveals harassment without evidence of an imminent threat	Content reveals harassment with evidence of an imminent threat
Nudity	Content is spam/bulk	Content is resolved and appropriate as schoolwork	Content is suggestive or contains a provocative image without nudity	Content contains professional pornography, evidence of sharing or distribution of nude images of a possible student, or a student in a state of undress without visible nudity	Sharing, receiving, or uploading of material containing nudity or sexual content involving a minor/possible minor
Sexual Content	Content is spam/bulk	Content is resolved and appropriate as schoolwork	Content is intentionally profane and sexual in nature without evidence of sexual activity	Recent sexual activity involving a minor or graphic descriptions of sexual content	Indication of child sex trafficking, current or imminent sexual activity with the potential of danger, or imminent sexual activity on school property
Profanity & Vulgar Language	Content is spam/bulk	Content is resolved and appropriate as schoolwork	Content contains inappropriate use of profanity or vulgar language		
Suicide		Content is resolved and appropriate as schoolwork		Content reveals past struggles with suicide, suicide ideation, or evidence of unresolved mental health issues related to suicide without evidence of an imminent threat	Content reveals an imminent plan of suicide
Self-Harm		Content is resolved and appropriate as schoolwork		Content references self-harm involving a student or someone the student may know without evidence of an imminent threat	Content reveals a current self-harming act or an imminent threat to a student's life as a direct result of self-harm or self-inflicted injury
Violence Toward Others	Content is spam/bulk	Content is resolved and appropriate as schoolwork		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.