



GAGGLE SAFETY MANAGEMENT

Welcome Packet

OUR PHILOSOPHY

Gaggle has been a leading provider of safe communication and collaboration tools for the K-12 classroom since 1998. Now serving millions of students and teachers, Gaggle processes billions of communications and content every year. Gaggle uses a proprietary Anti-Pornography-Scanner (APS) and filtering technologies to help provide a safety net against misuse of its tools.

Gaggle also provides an additional layer of protection through Gaggle Safety Management, which is designed to help alleviate the workload of teachers and provide real-time coverage while they are busy teaching in the class and even after hours. Using its own innovative technology processes, Gaggle's Student Safety Representatives monitor blocked content and communications and identify various situations that might jeopardize student safety. The Student Safety Representatives have been instrumental in identifying potential suicides, gang activity, bullying, abuse and more.

Gaggle supports schools in their mission to provide the latest learning technologies to students in order to increase engagement and participation, and to prepare them for the workforce of tomorrow.

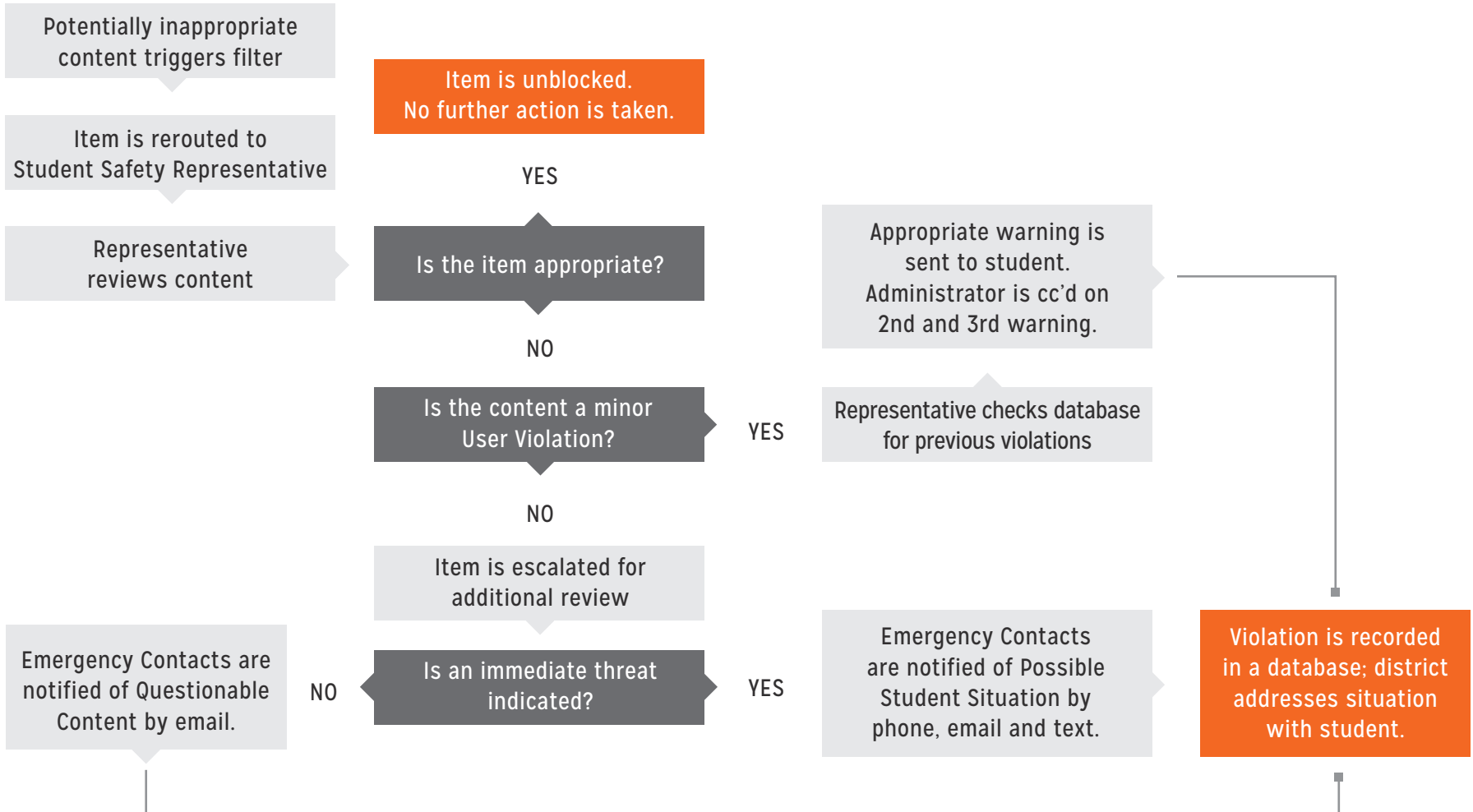
Schools that subscribe to acceptable (or fair) use policies will find Gaggle Safety Management to be of particular value in providing a safe environment where students can use educational technology for productive academic purposes while reducing the potential of creating liability for themselves or other students. Because safety is paramount to Gaggle's mission, it provides basic Safety Management at no cost to users of the Gaggle Safe Classroom Learning Management System (LMS). For schools that would like to have expanded blocked word lists or special handling of flagged items, Gaggle provides a Premium option for a nominal fee per student.

Partnership is Key

Gaggle is proud to be the first line of defense for your school's cyber safety, but can't do alone. Once Gaggle has identified inappropriate or dangerous behavior, it is up to your district's personnel to address the issues. For most districts, this means following your standard protocols for discipline and intervention. Therefore, it's important that your designated Emergency Contacts are comfortable with district policies, and aware of the procedures Gaggle uses to determine handling of various situations. In some cases, notifications you receive can

lead you to further investigation, including accessing student Gaggle accounts to view messages and activity, so your Gaggle "District Master" will be a valuable resource for your district. Gaggle's Student Safety Representatives are also available to assist should you need further information or assistance with an investigation. This Welcome Packet will give you an overview of our procedures and some samples of the different types of notifications you could receive.

Process Overview



USER VIOLATIONS

A User Violation is a situation where a student uses minor profanity or insulting language, or sends or shares images that are racy or skimpy, but not extremely graphic. Gaggle keeps records of all violations throughout a school year, using a three strikes policy for determining the level of response. All students start with a clean slate at the beginning of the school year. Below are samples of the response email messages sent for violations.

1st Language Violation:

Subject: FIRST WARNING: Inappropriate Use

[Student's First Name],

The attached email was blocked for inappropriate language. Please refrain from using inappropriate language in Gaggle.

The Gaggle Team

2nd Language Violation—Administrator is CC'd:

Subject: SECOND WARNING: Inappropriate Use

[Student's First Name],

The attached email was blocked for inappropriate language. This is your second blocked message violation. A copy of this message has been sent to your administrator. Email privileges will be restricted on the next violation. Please refrain from using inappropriate language in Gaggle.

The Gaggle Team

USER VIOLATIONS (continued)

3rd Blocked Message Violation—Administrator is CC'd:

Subject: THIRD WARNING: Inappropriate Use

[Student's First Name],

The attached email was blocked for inappropriate language. This is your third blocked message violation. A copy of this message has been sent to your administrator. Your account has been set so that you may only send and receive emails from an educator for two weeks or until your teacher has deemed an appropriate time has passed. Please refrain from using inappropriate language in Gaggle.

The Gaggle Team

Questionable Content (QCON):

Anything that is not an immediate threat to the student, but is cause for concern and should be brought to an Emergency Contact's attention is marked as Questionable Content. This includes, but is not limited to, professional pornographic images or files, extremely graphic or violent stories/files not associated with an assignment, or messages containing references to sexual activity. If a QCON is identified, a Gaggle Student Safety Representative will send your designated Emergency Contact an email with the relevant information and a copy of the blocked item.

Below is a sample of the email that will be sent for QCONs:

Subject: QUESTIONABLE CONTENT

[Category (Abuse, Language, Suicide Language, etc)]

Hello,

We would like to alert you to a possible student situation as a precaution. I am forwarding the attached [component] for your review. The [component] was blocked for []. The message was sent by student [student's full name], Gaggle user ID: [user id] from [school name]. Our concern is []. Please let me know if you need additional information.

[Student Safety Representative First Name]

Student Safety Representative | gaggle

1-309-661-6897 | hms@gaggle.net

Possible Student Situations (PSS):

A PSS is a designation that identifies an immediate threat to a student, including, but not limited to, student produced pornography, violence, suicide, self-harm, bullying, rape or harmful family situations. If a PSS is identified between the hours of 6 a.m. and 11 p.m. CT, Emergency Contacts are notified via phone and email and/or text message as soon as possible. Students are not contacted. If Gaggle detects a Possible Student Situation with an immediate threat to a student's life between 11 p.m. and 6 a.m. CT, a Gaggle Student Safety Representative will call your designated Emergency Contact immediately as well as sending an email and/or text message. If the situation is serious, but not an immediate threat, the Gaggle representative will send your designated Emergency Contact a text alert and an email providing the available information. They will then contact your designated Emergency Contacts by telephone the next day.

Below is a sample of the email that will be sent for PSSs:

Subject: Possible Student Situation [Category (Abuse, Language, Suicide Language, etc)]

Hello,

We would like to alert you to a possible student situation as a precaution. I am forwarding the attached [component] for your review. The [component] was blocked for []. The message was sent by student [student's full name], Gaggle user ID: [user id] from [school name]. Our concern is []. Please let me know if you need additional information.

[Student Safety Representative First Name]

Student Safety Representative | gaggle

1-800-288-7750 | hms@gaggle.net

Possible Student Situations (PSS):

If Possible Student Situations involve child pornography or possible child exploitation, they will be reported to the Cyber Tipline at the National Center for Missing and Exploited Children (NCMEC). You do 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 you would like to discuss this issue with law enforcement, or if you have further pertinent information, please alert a Gaggle Student Safety Representative. Gaggle will work with NCMEC to provide you with contact information for the appropriate law enforcement entity(ies) handling the case.

IMPORTANT: Please note that only issues related to possible child sexual exploitation are submitted to NCMEC. All other critical issues will be reported only to the district's Emergency Contacts for follow up internally.

Gaggle is committed to assisting you achieve successful implementation and integration. Implementation processes leverage best practices and project management methodologies designed to provide a solid foundation for success as well as ongoing support to help achieve successful stakeholder buy-in.

IMPLEMENTATION TEAM

Heather Durkac

Vice President, Customer Operations
heather@gaggle.net
800.288.7750, Ext. 813

Aaron Terronez

Implementation Specialist
aaron@gaggle.net
800.288.7750, Ext. 825

Jason Livezey

System Support Engineer
jasonlivezey@gaggle.net
800.288.7750, Ext. 824

David Jetter

Implementation Specialist
davidjetter@gaggle.net
800.288.7750, Ext. 838

Shawn Johnson

Implementation Specialist
shawnj@gaggle.net
800.288.7750, Ext. 870

CONTACT US

 800.288.7750

 support@gaggle.net

 www.gaggle.net

FOLLOW US

 @gaggle_K12

 gaggleK12

