



HUMAN MONITORING SERVICE

WELCOME PACKET

Gaggle

P.O. Box 1352

Bloomington, IL 61702

Tel: 800-288-7750 | Fax: 309-665-0171

www.gaggle.net

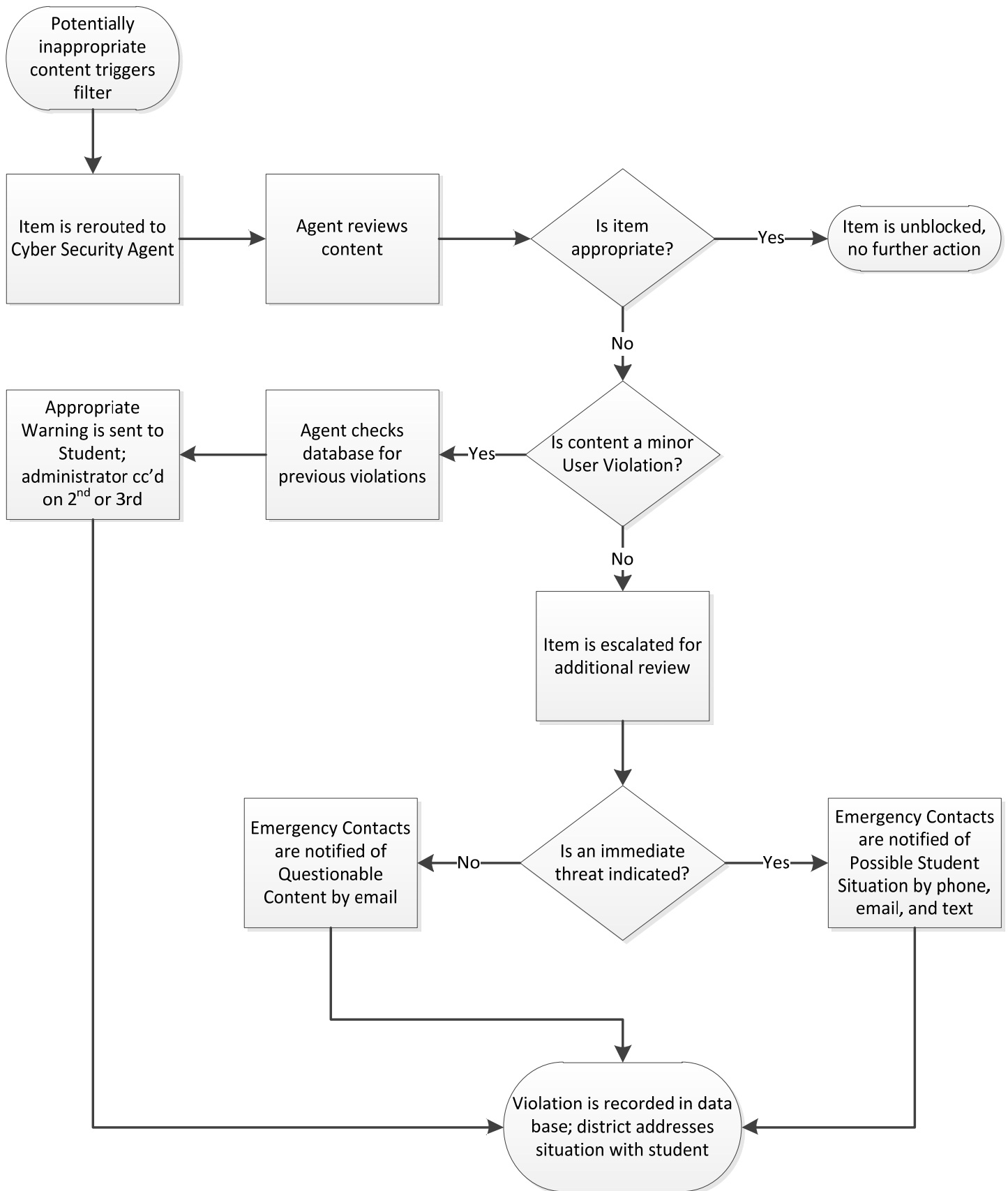
OUR PHILOSOPHY

Gaggle has been a leading provider of **safe** social learning tools for the K-12 classroom for over a decade. Now serving over 3 million students and teachers, it processes massive quantities of communications and content including 3 billion emails alone. Gaggle uses its proprietary Anti-Pornography-Scanner (APS) and filtering technologies to help provide a safety net against misuse of its tools. Over the last few years, Gaggle developed an additional layer of protection consisting of providing Human Monitoring Service ("HMS"), which is designed to 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 Cyber Security Agents monitor blocked content and communications and identify various situations that might jeopardize student safety. These Cyber Security Agents have been instrumental in identifying potential suicides, gang activity, bullying, abuse and more.

Gaggle supports schools in their mission to provide 21st Century 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's HMS service to be of particular value in providing a safe environment where students can use current technologies 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 HMS services **AT NOT COST** from Monday through Friday, 7 a.m. Eastern Standard Time through 7 p.m. Eastern Standard time. For schools who wish to have extended hours of coverage (evenings and weekends) or added administrative capabilities, Gaggle provides a Premium HMS 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 we can't do it all on our own. Once we have 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. It is therefore important that your designated emergency contacts be comfortable with district policies, and aware of the procedures Gaggle uses to determine handling of various situations. In some cases, notifications you receive may lead you to further investigation which may include drilling in to student Gaggle accounts to access messages and activity, so your Gaggle District Master will be a valuable resource for your district. Gaggle's Cyber Security Agents and Customer Service Representatives are also available to assist should you need further information or assistance with investigation. This Welcome Packet will give you an overview of our procedures and some samples of the different types of notifications you may receive.

OVERVIEW OF THE PROCESS



IMPORTANT DEFINITIONS AND SAMPLE WARNINGS

User Violations: A 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 each school year, using a three strikes policy for determining the level of response. All students start with a clean slate at the beginning of each school year. Below are samples of the response emails 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

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: pornographic images or files, extremely graphic or violent stories/files not associated with an assignment, or messages sent at the middle or elementary level containing any reference to sexual activity. If a QCON is identified, a Gaggle Cyber Security Agent 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]. Our concern is []. Please let me know if you need additional information.

[Cyber Security Agent First Name]

Cyber Security Agent | gaggle

1-800-288-7750

hms@gaggle.net

Possible Student Situations (PSS): This designates that we have identified an immediate threat to a student, including but not limited to: violence, suicide, bullying, rape or harmful family situations. If a PSS is identified during your Scheduled Monitoring Coverage Period, Emergency Contacts are contacted via phone and email as soon as possible. Students are not contacted. If Gaggle detects a Possible Student Situation during a time outside of your Scheduled Monitoring Coverage Period, a Gaggle Cyber Security Agent will send your Designated Emergency Contact a text alert and an email providing the available information. They will then attempt to contact your Designated Emergency Contacts by telephone during the next Scheduled Monitoring Coverage Period.

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]. Our concern is []. Please let me know if you need additional information.

[Cyber Security Agent First Name]

Cyber Security Agent | gaggle

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STANDARD HUMAN MONITORING SERVICE FAQ's

What features are monitored by the HMS team?

All of Gaggle's features are monitored with HMS.

Can I have some students on HMS and some not?

Using HMS is a District Level decision. All students at a specific school must have HMS active or inactive. However, the district can decide if they want HMS enabled at some schools and not others.

What are the coverage hours of Standard HMS?

Monitoring is conducted continuously throughout the day, Monday through Friday and between the hours of 6:00 AM – 6:00 PM, Central Standard Time. All blocked messages from outside of the covered times will be reviewed during the following coverage period.

We're located in another country, do we still get HMS?

HMS is an available option for all Gaggle Subscription customers. Please keep in mind that Standard HMS is only provided during the 12 hour window in the Central Time Zone.

What are the Standard HMS settings?

- ✓ **User Access Level:** Student Access Level only
- ✓ **Blocked Domains or Blocked Attachment Types:** None
- ✓ **Anti-Pornography Scanner (APS):** On
- ✓ **Alert Students to Blocked/Flagged Mail:** Off
- ✓ **Digital Locker Filtering:** Notification
- ✓ **Filtering Between Teachers and Students:** Notification
- ✓ **Flagged Message Handling:** All messages are blocked
- ✓ **Main Blocked Text List Subscription:** Standard HMS Safety List
- ✓ **Outbound User Mail Identification:** User Level, School Name and District Name

What if my district wants to customize the HMS settings?

Gaggle recommends the Premium HMS service. Premium HMS allows your district to customize the filter settings. Please contact your sales representative for more details regarding Premium HMS.

What words will be blocked?

The HMS Safety List is used for filtering content. The HMS Safety List is a combination of blocked words and flagged words that will trigger a review by our Cyber Security Agents. Gaggle believes this list will yield better results as it has fewer blocked words but has more words that are monitored for Cyberbullying. The HMS Safety list is subject to change at the discretion of Gaggle.

Can we still customize the Blocked Word Lists, Attachments and Domains?

If you use Standard HMS you cannot customize these settings. Gaggle's goal is to provide the highest level of safety for your students and in order to do so, the default settings are required.

Do you release any information regarding situations to parents if they contact you?

Unless a formal Law Enforcement Request is made, HMS data will be released only to your designated district contacts.

Do you keep records of situations? If so, can we access them?

We keep records of all Student Situations. Reports can be requested by your district throughout the school year.

Is the information you obtain kept confidential?

Gaggle will treat all HMS data as your district property.

If we have both Free and Subscription groups in our district, will both be monitored?

Only Subscription Accounts are monitored by HMS.

How does Gaggle handle notifications from social networking sites like Facebook®, Tumblr®, Twitter®, and Pinterest®?

The Standard version of HMS does not block notifications from outside social networking sites. We believe that allowing these notifications provides a greater opportunity to protect students. In the past, a number of significant Possible Student Situations (PSS) have been detected because of email notifications that came in from services such as Facebook.