



Breach of Policy

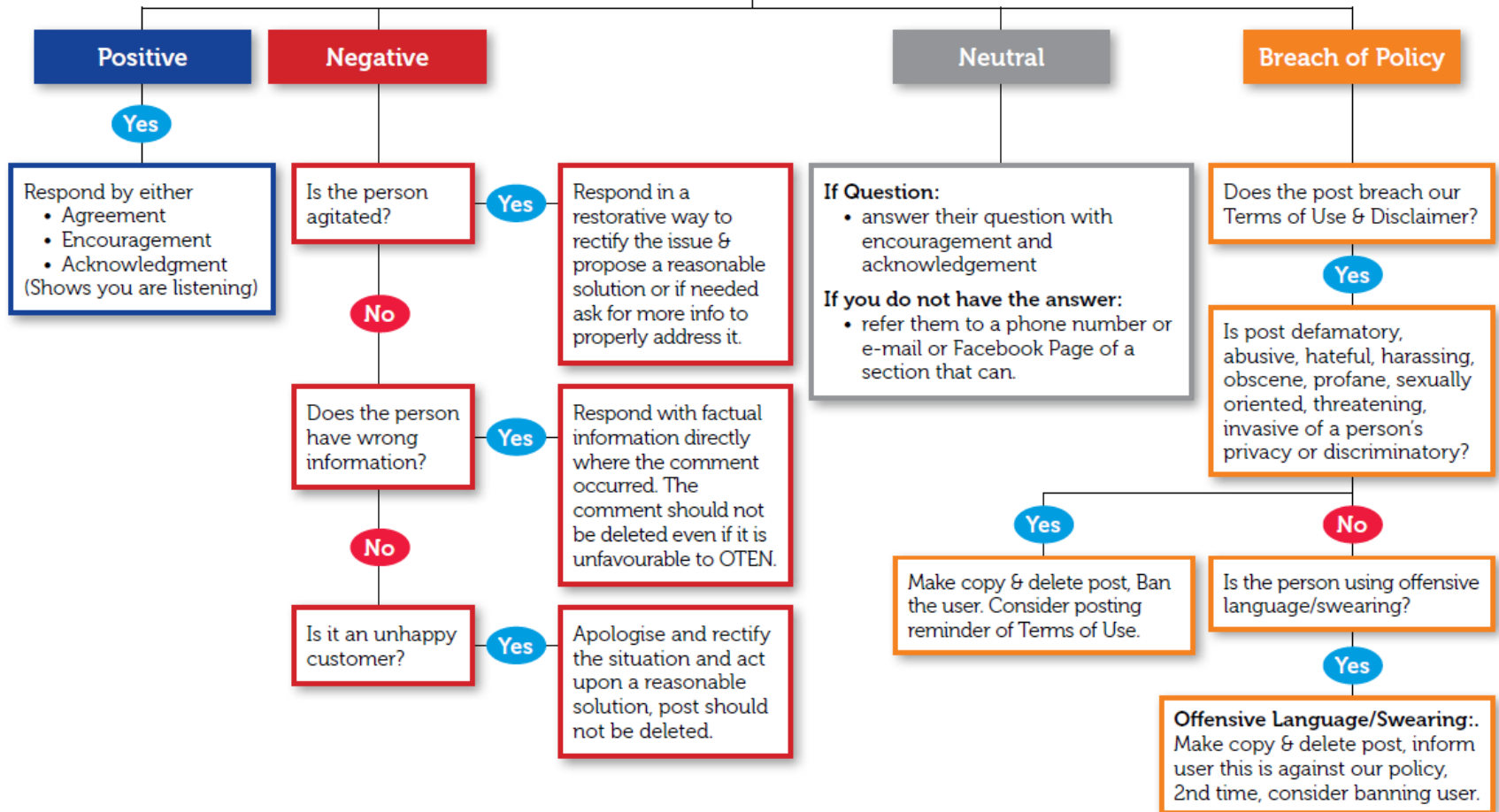
OTEN Disclaimer

OTEN Social Media Terms of Use and Disclaimer

- Linked Sites: OTEN accepts no liability or responsibility for the contents of any web page or facebook page/Profile linked from this page.
- OTEN accepts no responsibility or liability for any content (including data, text, software, music, sound, photographs, images, video, messages, or any other uploaded or published data) generated by users on this page.
- You agree that you will not post any material which is knowingly false and/or defamatory, inaccurate, abusive, vulgar, hateful, harassing, obscene, profane, sexually oriented, threatening, invasive of a person's privacy, discriminatory or which otherwise breaches any law and/or Student Discipline.
- You agree that the copyright of any copyrighted material that you publish is owned by you.
- You agree that given posts appear in real-time it is not possible for OTEN to review a post before it becomes publicly readable, therefore OTEN cannot guarantee the accuracy, completeness, or usefulness of any post.
- OTEN actively monitor posts, but is not responsible for the content of posts except for those that it posts as its own. NOTE: Only admin can post as OTEN.
- A post expresses the views of its author and does not represent the views of OTEN.
- OTEN has the ability to remove offensive posts and we will make every effort to do so within a reasonable time frame. OTEN reserves the right to remove any post without providing a reason.
- By posting content on this page the users agree to comply with these terms and conditions and the terms and conditions of their enrolment with OTEN, and the terms and conditions of the site.

OTEN Facebook Posting Response Assessment

Determine how to respond to the post?
Is the post Positive, Negative, Neutral or a Breach of Policy?



Breach of Policy

Does the post breach our Terms of Use & Disclaimer?

Yes

Make copy & delete post, Ban the user. Consider posting reminder of Terms of Use.

Is post defamatory, abusive, hateful, harassing, obscene, profane, sexually oriented, threatening, invasive of a person's privacy or discriminatory?

Yes

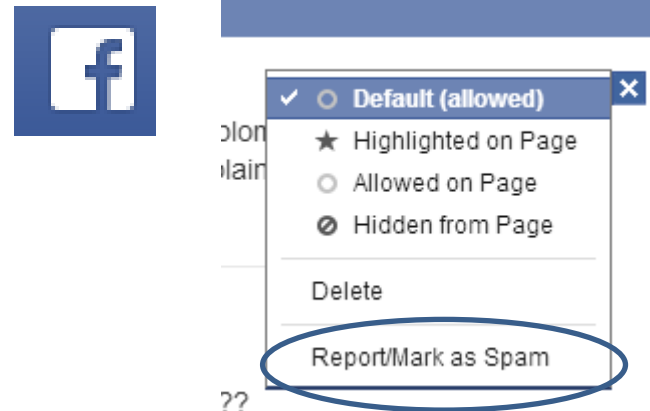
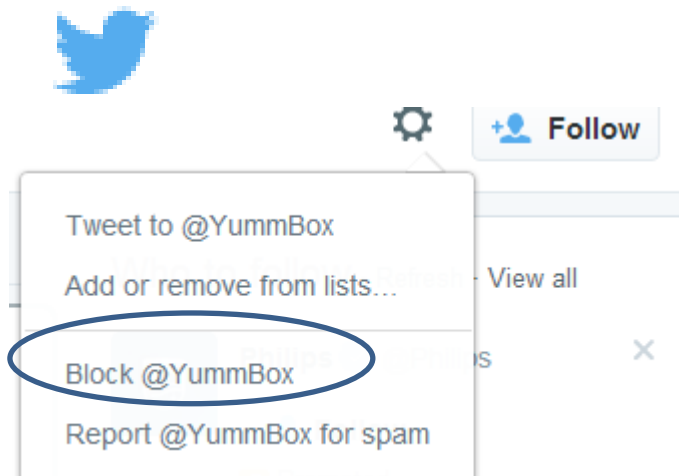
No

Is the person using offensive language/swearing?

Yes

Offensive Language/Swearing:. Make copy & delete post, inform user this is against our policy, 2nd time, consider banning user.

Deleting & Blocking



You've marked this post as spam. [Undo](#) or [ban this person](#) from posting publicly on your Page.



Example

- Has this breached the Disclaimer
 - Should we delete?



Sylvester Rodriguez

I'm in my forth quarter at IIT. IIT is the 4th school I have attended. Problems I have had include, incomplete books, books not arriving on time for classes, instructors that have no teaching ability, threats from the dean for filing complaints in a proper manner, and student attendance tracking system that is patronizing, and the list goes on.

This school, the Springfield,VA one in which I attend, is a joke. For the price i pay there should be a doorman, and a bathroom attendant with every brand of cologne you would want. The worst part is they have a contract that they get you to sign which forces you to pay for credits you don't recieve if you have to drop out. This report in the huffington post says it all http://www.huffingtonpost.com/2012/07/30/for-profit-colleges-senate-report_n_1721058.html?utm_hp_ref=business

.



Breach of Policy

Self Harm Comments

- Comment: Staff have a responsibility to respond in a timely way to expressed issues identifying a risk of self-harm. We also have an obligation to protect other's visiting our page(s) from vicarious trauma or potential sharing of unhealthy or unhelpful suggestions. Hence our policy is to remove such posts and refer to suicide risk assessment services. This is the industry standard compliant with the Facebook help pages on this topic and, for example Lifeline Australia.
- During Hours: Remove post and message person that "Thanks for posting on our page. We are sorry that OTEN is unable to provide crisis support or counselling on Facebook. OTEN removes posts where safety, risk and privacy is a concern. We can ask our OTEN Counselling & Career Development Service to call you or you can phone them on 02 9715 8446 / 1300 655 993 to get help. If things are urgent, phone Lifeline 131114 or 000."

<https://www.facebook.com/LifelineAustralia>

- After Hours



Bullying within a fb Group

a closed Facebook group set up posting slanderous and demeaning messages about some students in the course and the course itself?

- Question: What can we do to stop it?

- Answer:

Well, after some searching it turned out to be a closed group. Whilst technically there is information and messages published "online" it's sitting behind a permission wall...much like not being invited to a party but you can feel your ears burning. It's not public information, so it's not been "published" in the legal sense.

The upshot? Well, unfortunately you can't stop people from talking in groups. If there was some way of stopping them on Facebook, the same group would go start a Google Group or something. There are other means to having a private group discussion.

However, had the student come to the teaching staff with a printout of the messages, then by legal and technical definition, the messages have now been published and are visible in a public domain. Had this been the case, the teachers would have some actionable things to take care of, and the students would come under the misconduct rules etc for the Institute.

Defamation

- Definition:

“a statement which may tend to lower the plaintiff in the estimation of right thinking members of society generally”

- Tests

- Identifies person
- May injure their reputation
 - Lowers their esteem
 - Holds them up to hatred, ridicule, contempt
 - Causes others to shun or avoid
 - Damages their business or trade



Defamation

- Who cannot be defamed?
 - Dead people
 - Companies
- Who can be defamed?
 - Individuals
 - Non-Profit companies
 - Companies with less than 10 people