



Alumni

Facebook Group Management: Responses and Removal

Updated 6/25/20

Things to Remember:

- You can always tag in a UCF Alumni team member to manage the conversation on behalf of your Chapter/Club or take any actions necessary to warn or remove members from a group. To secure our assistance, please email us about the issue at hand.
- Social media under the university umbrella is public record. Therefore, the best course of action is not to delete a post, but to turn off the comments. Admins can use one of the pre-approved text options defined below to explain why comments have been disabled.
- Document actions taken. A description of what happened with specific examples, along with screenshots and the date are most helpful in these instances. Documenting these issues is key and can help influence group rules and expectations in the future.
- Reference the group guidelines document whenever possible. It is always a good idea to reshare these guidelines to remind group members of the expectations.
- Encourage members to report any posts that violate guidelines or cause harm to the purpose of the group. Reporting notifies group admins of an issue and adds cause for review.

Response for a post that does **NOT** break group rules:

This post has been reported to me several times. Because it is specific to UCF, it does not necessarily break group rules, however, because it's been reported so many times and the comments are not contributing to an engaging dialogue, I'll be turning off commenting to avoid further issues.

Response for a post that **does** break group rules:

*I've had a few people report this. Because it's not **related to UCF***, it's technically against group rules, however, due to the amount of comments and feedback, I'll leave the post but turn off commenting.*

*This area is where you can provide specific information regarding the post and the group rules.

Removing a member from the group:

- Per our group rules, members who violate are afforded a warning to change their behavior. After this (documented) warning, they can be removed from the group for repeated violations.
- Hate speech and threats of any kind are unacceptable and are grounds for immediate removal.