Engagement Application (EApp)

Process for Monitoring, Reporting, and Removing Objectionable Content

This document provides insight into the monitoring, reporting, and removal of objectionable content from the Engagement Application (EApp). It should be noted that the EApp is a live application and content will be posted upon submission, but Penn State Policies dictate the appropriateness and applicability of the content.

The EApp is monitored in three ways:

A. Every person who logs into the EApp must adhere to the Penn State Values as well as Penn State internet posting guidelines as well as other guidelines identified in the “Terms of Use” for the EApp

B. “Content Filtering” to search for vulgarity/inappropriate content. This is employed two (2) ways:
   o Retroactive Approach – Filters are added to the backend, so material that is not filtered out through the proactive process, and it can be flagged on storage, generating a notification to whoever the Student Engagement Network would like to review that post.
   o Proactive Approach – Filters are added it to the front end of the application, so that when a user attempts to post something with profane language, the application rejects it and explains to the user that they cannot post it. As per AD96 Acceptable Use of University Information Resources and AD 91 Discrimination and Harassment and Related Inappropriate Conduct

C. Navengage and the SEN have individuals viewing posts. The concept of User Reported/"see something - say something" is present as in all social media and each user of the application can mark items as “inaccurate” or “inappropriate” providing a reason for this selection. This triggers a notification.

When using the EApp the following information is applicable to inappropriate postings.

1. If a post is identified as, it might be inappropriate for the Engagement app by "someone" (C above)
   a. "Someone" could be via PSU "eyes" (Staff/Fac/Student) and item is flagged
   b. "Someone" could be via NAV "eyes" and item is flagged
   c. Via NAV technology (word search etc.) (B above) and item is flagged
2. "Someone" sees OR NAV Technology OR Flagged/Identified by another User contacts SEN Team member informing them of the post. Information provided to SEN includes:
   a. Information of why post was flagged
   b. Includes Access/User ID of poster, the post content, campus,
3. SEN Team members will review the post to determine suitability and make the decision on the post as per Penn State guidelines
4. SEN Team member contacts NAV to have post removed as needed
5. NAV removes the post
6. SEN will notify appropriate Penn State offices as applicable.