Please Remember: When in doubt, if you feel that you need to call the police please do so.

When operating a social media account, please remember that YOU CANNOT delete anything off of the Facebook wall unless it violates Facebook’s terms of use. Deleting anything else can be seen as censorship and a violation of first amendment rights. We are also not required to review every video link that is sent through our Facebook messenger – therefore operate under a “known or should have known” basis when dealing with illicit activity. IE: If it states, implies, or is clear that an illegal act is taking place in the photo, video or it is said in the message – follow procedures below. If it is a video link saying it is a puppy video – we are not required to watch video to see if there is illicit activity.

All processes are the same whether we are during business hours or not.

Student/Faculty Misconduct

Examples: Racist rants (not threatening bodily harm), profane language, etc. Anything that a person complains about that is NOT going to cause harm to themselves or someone else.

1. Do not answer anything. Just send the following:
   a. Faculty-targeted message: Thank you for your concern. While we take all reports of misconduct seriously, due to privacy implications, we are unable to accept reports or complaints of misconduct about faculty and staff through our social media platforms. We do accept this information through EthicsPoint, which can be found here:


   Again, thank you for your concern and we encourage you to utilize the email address above to report your concern to the College.

   b. Student-targeted message: Thank you for your concern. While we take all reports of misconduct seriously, we cannot accept these types of reports through our social media platforms. We do accept reports of potential misconduct from the public or members of our community through our incident reporting system, which can be found here:

   https://www.ivytech.edu/risk/17097.html.

   More information about our Student Code can be found here: https://www.ivytech.edu/studentcode/. Again, thank you for your concern and we encourage you to utilize the link above to report your concern through the approved method.

2. If person answers to the response above, do not respond – if messages continue notify systems office social media team. They will guide next steps.

Threatening Message

Examples: Threatening harm to students, a campus, etc. May include bomb threat, shooting threat, etc.

1. Do not answer.
2. Contact campus security* and call 911 if there is an immediate threat received and notify the following people immediately:

As of November 30, 2018
a. Vice President for Marketing and Communications – Jeff Fanter (jfanter@ivytech.edu and cell: 317-525-0234).

b. Assistant Vice President of Marketing and Communications – Kelsey Batten (kbatten1@ivytech.edu and cell: 937-417-3772).

c. Executive Director of Marketing and Creative Services - Mehgan O’Connor (moconnor40@ivytech.edu and cell: 317-979-0877).

d. Assistant Director of Marketing and Digital – Brian Bosma (bbosma2@ivytech.edu and cell: 317-250-6807).

*Note: If message is discovered by Systems Office, notify Jon Barefoot (317-499-5087, jbarefoot2@ivytech.edu) as well. Per security processes, he will already be notified if occurs at a campus. If there is no campus security or officer on site, call 911 immediately.

**Message Involving Illicit Activity**

1. If you receive a message with photo/video of someone committing a crime (such as theft, homicide, etc.).
2. Contact your campus security, local marketing official and Jeff Fanter/Kelsey Batten in Systems Office. Campus security will assist in determining if law enforcement needs to be contacted.
   a. When notifying do not include any photos, video links, or in-depth information.
3. If law enforcement is contacted and an officer responds, request a case number from the officer. Include the case number in follow-up documentation to Jeff Fanter/Kelsey Batten. If the officer does not wish to complete a report, document that it was reported and to which agency. If the officer requests to seize College property (computer, flash drives, etc.) call Jon Barefoot (317-499-5087) and/or Jim Clark (317-921-4647).
4. Block person who sent the message to the social media account.

**Message Involving Inappropriate Images/Videos Involving Minor**

1. If you receive a message containing inappropriate photos or images of someone, and it explicitly said it is a minor or you have reason to believe there is a victim that is a minor – do not review the images/video link in question. Do not respond to the sender.
2. If your campus has law enforcement on site, contact the officer working to report the suspected abuse. If you campus does not have law enforcement on site, call 911 or CPS (1-800-800-5556) and then contact campus security.
   a. **NOTE:** Indiana law requires that law enforcement or child protective services be notified immediately by the individual who suspects abuse. This call must be made prior to College notifications. If there is a delay between when law enforcement is notified of the incident and when an officer responds, the internal College notification process can begin.
3. Notify marketing official and Jeff Fanter/Kelsey Batten.
   b. When notifying do not include any photos, video links, or in-depth information.
4. An officer will respond for a report. Additional staff (security, supervisor, etc. can be present when discussing the incident with the responding officer). If possible, have a marketing person, supervisor or campus lead (Chancellor, HR, VC) with you while reporting. **Do not hold up filing a report just to wait until someone joins you, it is your legal responsibility to report as soon as possible.** Answer questions of the officer. If the officer requests to seize College property (computer, flash drives, etc.) call Jon Barefoot (317-499-5087) and/or Jim Clark (317-921-4647).
5. Request a case number from the responding officer and include it in a follow up to Jeff Fanter, Kelsey Batten and Jon Barefoot. If a case number is not provided, include the department and officer’s name in a follow-up email to the same people.
6. Block person who sent the message to the social media account.

**Message Involving Inappropriate Images/Videos**

1. If you receive a message containing inappropriate photos or images of someone, and it *does not say that* it is a minor and you do not have reason to believe there is a victim that is a minor – do not review the images/video link in question. Do not respond to the sender. Disregard. Don’t delete.

**Complaint About Services**

*Examples:* Person complaining about experience at a campus

1. If not already a direct message, kindly ask the person to direct message in order to address the issue. IE: “We are sorry to hear about your experience, can you send us a message so that we may assist?”
2. Once they send message, gather campus attended, first and last name and best way to contact them.
3. After gathering information, send over to Mehgan O’Connor and Brian Bosma in systems office for them to address.

**General Questions**

*Examples:* What programs are offered, how I can find information about hours...etc.

1. Identify if there is a webpage to answer a question, and if so direct them to it. Examples below.
   a. Question: What are the hours of operation? Answer: Each campus varies, but you can check out campus hours by visiting IvyTech.edu/hours.
2. If there is no website that can answer the question, refer them to the Answer Center or campus.
   a. Question: I’ve applied for a few scholarships, but have yet to hear back from my campus. Can you help? Answer: I’d recommend contacting your local financial aid office.
   b. Question: I’m having issues logging into MyIvy, can you help? Answer: I’d recommend giving the Answer Center a call at 888-IVY-LINE.

**International Student Questions**

*Examples:* International students/students asking questions about the process to become an international student.

1. Refer them to the ivytech.edu/international webpage.