A post is made on your site.
Is it positive?

- **NO**
  - **NO**
    - Is it UCLA-related or relevant to your site or topic?
      - **NO**
        - Is it spam?
          - **YES**
            - Report as spam or remove and respond to the owner with a standard message per your department or organizations guidelines.
          - **NO**
            - Is the author a ‘troll’? (someone being mean or continuously causing trouble)
              - **NO**
                - Is the post a rant, joke, or intended to ridicule or satirize?
                  - **NO**
                    - Provide assistance by taking reasonable action to fix the issue and let them know that action was taken.
                  - **YES**
                    - Correct the facts in a follow-up comment/post and link to information if possible.
              - **YES**
                - Consult with the Office of the Campus Counsel as to appropriateness of removal of the post and taking further action.
            - **YES**
              - Avoid responding to these posts and continue to monitor the situation. If it deteriorates, report it to your supervisor.
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        - **YES**
          - Respond according to UCLA’s Social Media Guidelines.
    - **YES**
      - Can you help?
        - **YES**
          - Does it contain incorrect facts that are related to UCLA?
            - **YES**
              - Is it within your area of knowledge or expertise?
                - **YES**
                  - Avoid responding to these posts and continue to monitor the situation. If it deteriorates, report it to your supervisor. Consult with the Office of the Campus Counsel as to appropriateness of removal of the post and taking further action.
                - **NO**
                  - Correct the facts in a follow-up comment/post and link to information if possible.
            - **NO**
              - Refer to someone who can and follow up as needed.
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            - Respond according to UCLA’s Social Media Guidelines.
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