

Moderators' Rulebook



United Resource Connection,
Office of Quality Assurance

Guidelines for Moderating Content Submissions



Version 26.6.22

Overview of Moderation Talent per Community

- Artificial Intelligence (AI)
- AI Hybrid
- Human
 - Tier I: Outsourced Talent (Mods)
 - Tier II: Local or In-House Talent (Local Executive Editor)
 - Tier III: Local Talent (Local Quality Assurance Board)

Moderation Rules & Procedures



Social Service News Feed & Comments, Local Discussion Groups,
Peer Review Forums, Resource Links & Downloads.

Rules

Rules

Overview of Content per Community

- Social Service News Feed & Comments
- Local Discussion Forums
- Peer Review Forums
- Resource Links and Downloads

How does content end up on the Social Service News Feed?

1) Pre-approved content via broadcasting application form:

- RSS Feed,
- Personal Account with Contributor Status,
- Guest blogger content.

All Approved/Disapproved by Tier II

2) Live content:

- Comments
- RSS Feed Posts

Tier I reviewed, plus crowd-sourced (3 flags results in moderation).

What are the moderation rules of the News Feed?

- Posting of content (even comments) requires a verifiable email or social media account, via [registration page](#). ...and user must be logged-in.
- [Broadcasting application](#) for RSS Feed must be approved (Tier II).
- Posts and Comments must comply with our [Terms of Service](#)
- Registered account must be in good standing (e.g., infrequent complaints from the community and/or moderators about your content).*

*All blog posts and comments are screened by AI. Human moderators additionally review comments to insure compliance with the [Civility Cause \(Article VII\)](#) of our Terms of Service.

Any registered community member can flag a comment as inappropriate. 3 flags from the community will remove a comment for greater scrutiny by the moderators.

What are the moderation rules of the Local Discussion Forums?

Same as the Social Service News Feed, but...

- No broadcasting application requirement for posts.
- Posts will automatically be held for review if they contain more than one URL link in the content.

NOTE: These rules apply to the Peer Review Forums as well.

What are the moderation rules for Links and Downloads?

Links and Downloads must comply with the [Terms of Service](#), specifically Article V, which states:

“Links, articles, and documents submitted to us to post in the resource library and/or news feed are evaluated in following way:

- Does the content exist elsewhere in a more user friendly format? In situations where competing portals of similar content exist, we preferentially select the one that is most user friendly, as determined by the local Quality Assurance (QA) Committee.
- Are there advertisements? We generally don't accept articles, links or documents that serve primarily as an advertisement for paid services. Exceptions to this rule are made at the sole discretion of the local QA Committee.

...Downloads & Links, continued.

- Is the link a direct link to useful information? We generally don't accept links that require the visitor to click through several more links to reach the promised information.
- Is the information accurate? We will not knowingly accept inaccurate information, and we will remove or edit any links, articles, or documents containing inaccurate information when brought to our attention.
- Does the content contain any political or sectarian religious endorsements, or any blatant favoritism toward a for-profit organization or cause? Such content threatens our tax exempt status and will therefore be rejected.”

Email notifications are sent out to the content provider when the Tier I moderator has made their decision (typically within 24-72 hours).

Procedure

Moderation Protocols for Tiers I-III

Mods, Local Executive Editor, Local QA Committee/Board

Tier I: Mod Protocols

United Resource Connection is currently contracted with CYBERCASEMANAGER ENTERPRISES to provide these Tier I moderation services.

- Moderation team reviews news posts and comments on a daily basis.
- Moderation team has authorization to pull questionable posts and comments (those that may violate the TOS) off the news feed for review by the local Editor.

Tier II: Protocols of Local Executive Editor

Designated email address of local Executive Editor is _____

This individual is either elected by the local QA Board or appointed by URC.

The local Editor automatically receives an email whenever a broadcasting application is completed.

- The local Editor will determine whether the proposed content in the application complies with the Terms of Service Statement, and approve or reject the broadcasting application.
- If the content is approved, the local Editor contacts our Technical Support Team to program the RSS Feed, change the applicant's user status to contributor (non RSS cases), or schedule the approved content for publishing (in cases of single post requests).

...Local Executive Editor, cont.

The local Editor is notified whenever someone requests to manually post on the social service news feed (via [application form](#)).

- The local Editor may approve, deny or edit the proposed content to be compliant with our terms of service.
- The local Editor may also approve, deny or edit the content of any post delivered via RSS feed to be compliant with our terms of service.

...Local Executive Editor, cont.

The local Editor is notified whenever a comment is removed by the Moderation Team, or if a comment is flagged 3 times by the community.

- Decisions of the Moderation Team may be overturned by the local Executive Editor.
- The local Editor may notify the QA Committee/Board of questionable decisions of the moderation team without overturning those decisions.
- Decisions of the local Editor may be overturned by the local QA Committee/Board.

Tier III: Local Quality Assurance Committee/Board

The local Quality Assurance Committee (or Board) consists of at least 5 members, with a quorum of three.

- The group is considered a *committee* if the members are appointed by United Resource Connection.
- The group is considered a *board* if the members are appointed by local stakeholders and considered both representatives and employees of the stakeholder organizations. Request for QA board membership must be approved by United Resource Connection. There shall be no fee or salary for membership.

...Local Quality Assurance Committee/Board cont.

Quality Assurance Committee/Board decisions are made on the basis of majority vote.

- United Resource Connection maintains right-of-decision over any Quality Assurance vote that ends in a tie.
- United Resource Connection maintains final authority in answering any procedural questions related to the Office of Quality Assurance.

The local QA Committee/Board may overturn decisions of the local Editor or local Moderation Team. They may do this on the basis of hearing an appeal from a content provider, or upon learning about a QA decision of which they disagree.

- Appeals from content providers will be delivered to the QA Committee/Board as soon as they are received by the local Editor or URC Support team:

----- support@unitedresourceconnection.org

Materials

- Copy of DMCA, HIPPA & Civility Policy
- Quality Assurance Notification Address (email/phone) of the local Executive Editor

- Quality Assurance Notification Address (email/phone) for the QA Committee/Board
