

DISCOVER

WEB POSTING
Has someone discovered a post about the organization?
Is it positive or balanced?

YES

NO

EVALUATE

CONCURRENCE
A factual and well cited response, which may agree or disagree with the post, yet is not factually erroneous, a rant or rage, bashing or negative in nature. You can concur with the post, let stand or provide a positive review. Do you want to respond?

"TROLLS"
Is this a site dedicated to bashing and degrading others?

NO

YES

MONITOR ONLY
Avoid responding to specific posts, monitor the site for relevant information and comments. Notify UCom.

"RAGER"
Is the posting a rant, rage, joke or satirical in nature?

NO

YES

FIX THE FACTS
Do you wish to respond with factual information directly on the comment board? (See Response Considerations)

"MISGUIDED"
Are there erroneous facts in the posting?

NO

YES

RESTORATION
Do you wish to rectify the situation and act upon a reasonable solution? (See Response Considerations)

"UNHAPPY CUSTOMER"
Is the posting a result of a negative experience?

NO

YES

RESPOND

LET STAND
Let the post stand – no response.

NO

YES

SHARE SUCCESS
Do you wish to proactively share your story and your mission? (See Response Considerations)

YES

FINAL EVALUATION
Write response for current circumstances only. Will you respond?

YES

YES

RESPONSE CONSIDERATIONS

TRANSPARENCY
Disclose CSUEB connection.

SOURCING
Cite your sources by including hyperlinks, video, images or other references.

TIMELINESS
Take time to create good responses. Don't rush.

TONE
Respond in a tone that reflects highly on the rich heritage of CSUEB.

INFLUENCE
Focus on the most used sites related to CSUEB.