

BUSINESS VS.
PERSONAL USE

SUSAN GILL, DIRECTOR OF NEW MEDIA FAIREN HORNER, SOCIAL MEDIA MANAGER

AUGUST 22, 2019



REVIEW VT SOCIAL MEDIA POLICY & WEBSITE

vt.edu/social-media

Why do we have a policy? *Policy No. 1030: policies.vt.edu/social-media-policy2.pdf*

- To support social media with the preservation and protection of Virginia Tech's brand identity, integrity, and reputation, allowing University Relations to shut down non-compliant accounts more readily.
- To ensure compliance with VT policies, applicable state and federal laws and regulations, and the Virginia Tech Principles of Community, among all social managers across campus.

Why do we have a website? vt.edu/social-media

 To offer social media support and guidance and maintain consistent and aligned external, digital communications to a wide audience from Virginia Tech.

What's in the website?

- Overview of best practices covered here, with relevant resources and step-by-step instructions and downloadable guides, and access to the campus-wide social media managers Google Group for on-going discussions and sharing of knowledge about social and emerging technologies.
- University master brand and style requirements, including downloadable visual asset templates.

General Best Practices

HASHTAG USE AND TAGGING

Hashtags

- Fit within your post narrative when possible and tag at the end of a post, if you must.
- Use to amplify posts, tap into conversations and/or aggregate groups of posts to look back to later.
- Avoid excessive use and do your research.
- Capitalize each word to prevent confusion.
- Hashtag #Hokies and #VirginiaTech but be cautious when tagging on other words/creating new "brand" hashtags.

Tagging

- Fit within your post narrative when possible and tag at the end of a post in a "cc" manner, if you must.
- Use to amplify accounts, when applicable.
- Avoid excessive use.
- Verify and double-check the account you're tagging in to see if it's correct or if an account exists.

HASHTAGS: BRAND HASHTAGS

Know our main brand hashtags and their intended use. Don't deviate too much or alter them.

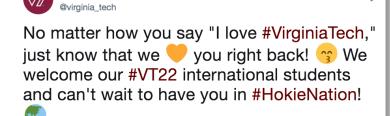
Hashtag	Twitter	Instagram	When to use
#VirginiaTech	y	0	
#UtProsim	y	0	
#Hokies	y	0	
#HokieLove	y	Ø	Typically for Valentine's Day and annual fundraising efforts
#HokieGrad	¥	0	Commencement
#HokieFacts	¥	0	History, statistics
#WhyVT	y	0	Promotional marketing

Hashtag	Twitter	Instagram	When to use
#VT4L	¥	0	Alumni
#VTFirstDays	y	0	Beginning of freshman year
#HokiePets	¥	0	
#HokieBaby	¥	0	
#HokieNation	¥	0	Athletics
#TravelingHokies	¥	0	Alumni travel
#HokiesAbroad	y	0	Study abroad

HASHTAGS

DO





Virginia Tech 🤣

DON'T

We #HokieLove graduation. Congratulations and #bestofluck. #Gonna #Be #A #Great #Day at #Virginia #Tech. #Blessed





TAGGING OTHER ACCOUNTS

DO



After 45 years of service to #VirginiaTech and working in almost every area within @vtdsa, @VT_CCC executive assistant, Rhonda Rogers, is retiring. Thank you for your work, Rhonda!





.@VTCRI is teaming up with @UVA scientists to determine how to accurately diagnose a mild traumatic brain injury that may have subtle or no physical signs, but still leads to long-term damage. @



DON'T

Check out our alum! @VTMattWins @MPC0407 @VTBlackCaucus @bburglat @inclusiveVT @deseriacb @AKAHokie @VT_BGSO @TyrodTaylor @Vtblackalumni @NikkiGiovanniii

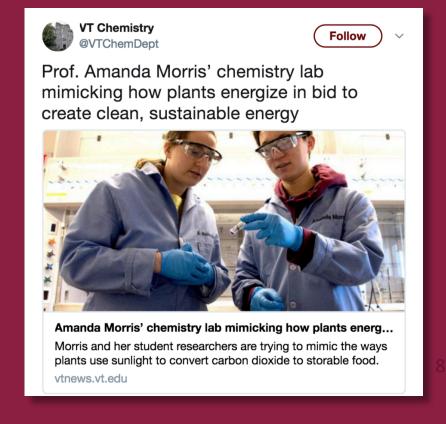
CONTENT CREATION: COPYWRITING

Don't just pull the headlines of stories to use as your post copy.

DO



DON'T



SOCIAL MEDIA POLICY AND BEST PRACTICES

- "The university authorizes the creation and use of university social media accounts, provided their use is professional, protects the reputation and brand of the university, aligns with university priorities, and complies with other Virginia Tech policies and applicable state and federal laws and regulations, and is guided by the Virginia Tech Principles of Community."
- Policy Section 2.2.4 Business and Personal Use of Social Media

HOUSE RULES FOR PROFESSIONAL ACCOUNTS

Have commenting guidelines visible on your Facebook business page, and you can also point users to vt.edu/social-media

About our page



VIRGINIA TECH · FRIDAY, DECEMBER 15, 2017 ·

Virginia Tech welcomes your comments on our Facebook page and encourages interaction among Hokies around the world. We ask that you use the Virginia Tech Principles of Community (http://inclusive.vt.edu/vtpoco.html) as guidance in your posts and remain true to the spirit of Ut Prosim (That I May Serve).

We review all comments made. Comments may be removed if they are off-topic, defamatory, an unauthorized commercial solicitation, or an attack, or if they contain illegal suggestions or use foul language. We reserve the right to terminate access to the page by repeat offenders.

Please email us at socialmedia-g@vt.edu with any concerns about the content on this site. Comments made to this page are the opinions of the authors, not of the university.

ROLES, RESPONSIBILITIES, & EXPECTATIONS

Ask yourself: "Is my personal page really more of a business/university-affiliated account?"

By having a social media account that indicates you work at or attend Virginia Tech, or if you run an account for your unit, you may be perceived as being a spokesperson for Virginia Tech. It is essential that you do not speak for Virginia Tech, the institution, but that you represent your unit or role at the university accurately. To mitigate any potential issues, be mindful of the following:

- Keep personal accounts separate from your role at Virginia Tech when possible. If there is overlap, ensure your personal views are not viewed as official Commonwealth of Virginia communications. (You may include a disclaimer in your About section, but users still have a hard time separating the two.)
- Stick to your area of professional expertise.
- Double-check that what you're posting is accurate. When in doubt, don't post or ask for help.
- Questions/comments that are related to a news story or press release should be referred to <u>@vtnews</u> on Twitter and/or the Media Relations Director of University Relations: vtnews.vt.edu/contact



BEFORE WE GET TO THE GOOD STUFF



WE SHOULD PROBABLY CLARIFY THAT WE ARE NOT LAWYERS



COUSINGS OF THE UNITED States,
begun and held at the City of New York, on
Widnesday the Jourth of March, one thousand seven hundred and eightynine.

The First Amendment

America, 1791

Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the government for a redress of grievances.

until the number of Representatives shall amount to two hundred, after which the proportion shall be so regulated by Congress, that there shall not be best than two hundreds the proportion shall be so regulated by Congress, that there shall not be best than two hundreds the second ... No law, varying the compensation for the survey of the Senators and Representatives, shall take effect, until an election of Representatives shall have intersented.

Thicle the thinb ... Congress shall while no law, respecting unrestablishment of religions or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press, of the right of the

Congress of the United States, Freedom of Speech is the right of

Why does this matter?

people to express their opinions publicly without governmental interference, with notable exceptions.

Congress of THE United States,

Freedom of speech includes the right:

- Not to speak (specifically, the right not to salute the flag). West Virginia Board of Education v. Barnette, 319 U.S. 624 (1943).
- Of students to wear black armbands to school to protest a war ("Students do not shed their constitutional rights at the schoolhouse gate."). Tinker v. Des Moines, 393 U.S. 503 (1969).
- To use certain offensive words and phrases to convey political messages. Cohen v. California, 403 U.S. 15 (1971).
- To engage in symbolic speech, (e.g., burning the flag in protest). Texas v. Johnson, 491 U.S. 397 (1989); United States v. Eichman, 496 U.S. 310 (1990).

Cortes of THE United States,

Freedom of speech does not include the right:

- To incite actions that would harm others (e.g., "[S]hout[ing] 'fire' in a crowded theater."). Schenck v. United States, 249 U.S. 47 (1919).
- To make or distribute obscene materials. Roth v. United States, 354 U.S. 476 (1957).
- To burn draft cards as an anti-war protest. United States v. O'Brien, 391 U.S. 367 (1968).
- To permit students to print articles in a school newspaper over the objections of the school administration. Hazelwood School District v. Kuhlmeier, 484 U.S. 260 (1988).
- Of students to make an obscene speech at a school-sponsored event. Bethel School District #43 v. Fraser, 478 U.S. 675 (1986).
- Of students to advocate illegal drug use at a school-sponsored event. Morse v. Frederick, U.S. (2007).

CONSTRE United States,
begun and held at the City of New York, on
Wednesday the Fourth of March, one thousand seven hundred and eightynine.

The First Amendment

Jud Legislatures, to be unduch say what the said of the several Mater, but want, right?

Um...sorta

Just because you can say what you want (with notable exceptions) and not be arrested by the government, it doesn't save you from real-life consequences.

Conserves of The United States,

concurring, h
sand Legisla

What does this mean?

The First Amendment does not protect you from:

- Criticism
- Shame/mockery
- Loss of privacy/anonymity
- Professional and academic consequences

The laws protecting the free speech of private employees vary from state to state, aside from specifically protected speech like labor organizing.

until the number of Representative Shall amount to two handred, after which the proportion shall be so regulated by Congress, that then shall not be before two hands of the second. It has been so have some for every felly thousand persons.

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It's complicated

ACADEMIC FREEDOM vs. FREE SPEECH

PUBLIC vs.
PRIVATE UNIVERSITIES





"Can this get me fired?"

#HasJustineLandedYet

NYT: How One Stupid Tweet Ruined Justine Sacco's Life

As she made the long journey from New York to South Africa, to visit family during the holidays in 2013, PR professional Justine Sacco, 30 years old and the senior director of corporate communications at IAC, began tweeting acerbic little jokes about the indignities of travel.

By the time Sacco had touched down, tens of thousands of angry tweets had been sent in response to her joke.



You can't say that

#FireKenStorey

The University of Tampa: August 2017



University fires adjunct professor for tweets

UT's faculty handbook follows guidelines from the American Association of University Professors (AAUP), which state that "[professors] should be free from institutional censorship or discipline" when speaking in their capacities as independent individuals. A school should only discipline a professor, AAUP says, "if [there are] grave doubts concerning the teacher's fitness" to teach.

The university asserted in a separate statement to *ABC News* that Storey's comments were not representative of its views, since he did not make them in his capacity as a faculty member. Yet on Aug. 29, 2017, UT announced it had fired the adjunct professor, writing, "We condemn the comments and the sentiment behind them, and understand the pain this irresponsible act has caused. Storey has been relieved of his duties at UT."





Employers care about your social media etiquette

Tweet costs user her NASA internship, after a crude interaction with Member of the National Space Council



Tuesday, August 21, 2018

Social Media

Recently, it was called to my attention on Twitter that someone was being hired by NASA and that they were using the F-word in a tweet about it.

I'm a Vietnam vet and not at all offended by the F-word. However, when I saw NASA and the word used together, it occurred to me that this young person might get in trouble if NASA saw it so I tweeted to her one word: "Language" and intended to leave it at that.

Soon, her friends took umbrage and said a lot of unkind things but long after I was gone as I immediately deleted my comments and blocked all concerned.

Later, I learned she had lost her offer for an internship with NASA. This I had nothing to do with nor could I since I do not hire and fire at the agency or have any say on employment whatsoever. As it turned out, it was due to the NASA hashtag her friends used that called the agency's attention to it long after my comments were gone.

She reached out to me with an unnecessary apology which I heartily accepted and returned with my own. After talking to her, I am certain she deserves a position in the aerospace industry and I'm doing all I can to secure her one that will be better than she lost. I have also talked to the folks that had to do with her internship and made absolutely certain that there will be no black mark on her record.

-- Homer Hickam

What happens in the classroom does not stay in the classroom

A former UT sociology professor was fired for Facebook group comments in response to a student disagreeing with her research. Shortly after, the professor was arrested and charged with assault after confronting her former student in a supermarket.



Kayla Renee Parker Follow

The writings of a queer, Black, and fed up feminist.

Beware of Wolves in Sheep's Clothing: The Tale of A Progressive Professor Who Forgot To Hide Her Racism And Got Her Fired





Judy C Morelock

Posting her name would be a violation of her right to privacy. Apparently I have no such right. She has the right of free speech to criticize and eviscerate me in any way she wishes. After she is no longer my student, the university rules no longer apply, and I have a long memory and don't forgive malevolent attempts to harm me.



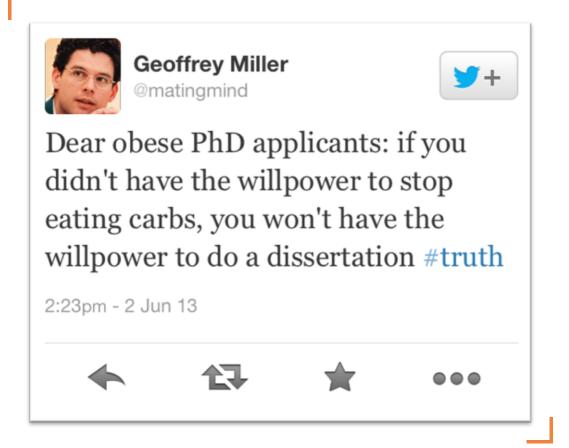
Judy C Morelock

After the semester is over and she's no longer my student, I will post her name, her picture, and her bio on Facebook, Twitter, Instagram, and Linkedin. Count on it. For now, I'm bound by university rules that grant her more latitude in freedom of speech than I have. After she graduates and I retire, all bets are off.

"But I'm tenured"

"This is research"

A psychology professor causes angry Internet uproar after sending out fat-shaming Twitter post that he claims was for "research purposes."



University of New Mexico: June 2013

Free speech # free from consequences

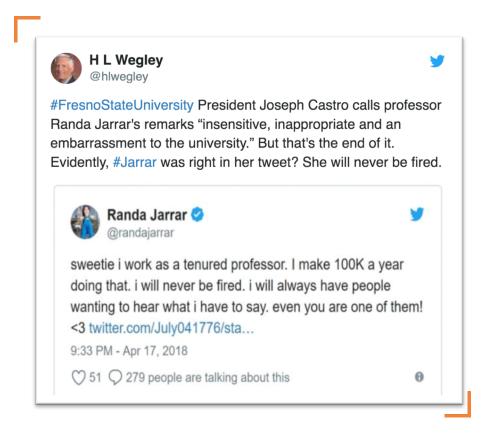
As a result, this UNM professor:

- Had to work with the faculty co-advisers of the psychology department's diversity organization to develop a plan for sensitivity training on obesity (for himself to undergo).
- Was assigned a faculty mentor for three years to meet with on a regular basis to discuss potential problems.
- Had his work monitored by the chair of the department.
- Issued an apology to the department and his colleagues for his behavior.
- Could not serve on any committee involving the admission of graduate students to the psychology department for the duration of his time at the university.



That's protected





"Her comments, although disgraceful, are protected free speech under the First Amendment of the U.S. Constitution. Additionally, although Professor Jarrar used tenure to defend her behavior, this private action is an issue of free speech and not related to her job or tenure. Therefore, the university does not have justification to support taking any disciplinary action."

Free speech # free from consequences

Fresno State president Castro wants donors to know that tweets do not define the university

BY **ALEKSANDRA APPLETON** APRIL 19, 2018 05:34 PM

As a result, this Fresno State professor:

- Lost respect from the university
- Took a Twitter hiatus and made her account private

Fresno State president wrote in a statement: "Jarrar's conduct was 'insensitive, inappropriate, and an embarrassment to the university.'"



"But I work here"

Keep politics out of it

NC State: August 2019

Vice Chancellor resigns after complaints from conservative groups about his comments on social media



Clyde Haberman @ClydeHaberman

ethical values inherent in Trump

supporters. She trusts a president

who does not tell the truth. Wow.

Speaks for itself. Wyoming woman interviewed about Trump by @nytimes at a rally of his: "I can't really say that anything he says is true, but I trust him."

11/6/18, 7:14 AM

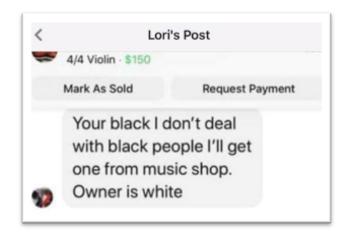


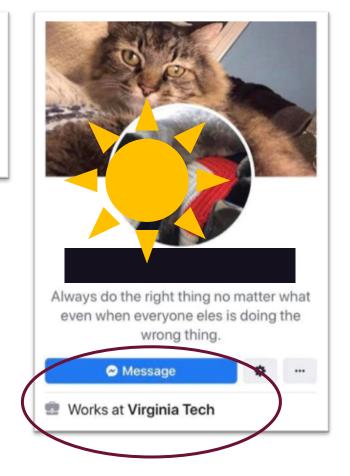


Your private conversations aren't private

Virginia Tech: August 2019

You may want to take a better look at employees. We are a very proud VT family and I do not want this person working with my nephews who are attending now or any VT students.





All roads lead to social

Professor's email at U of Houston about body odor, referencing some cultures, raises concerns about how to broach this delicate topic, if at all.

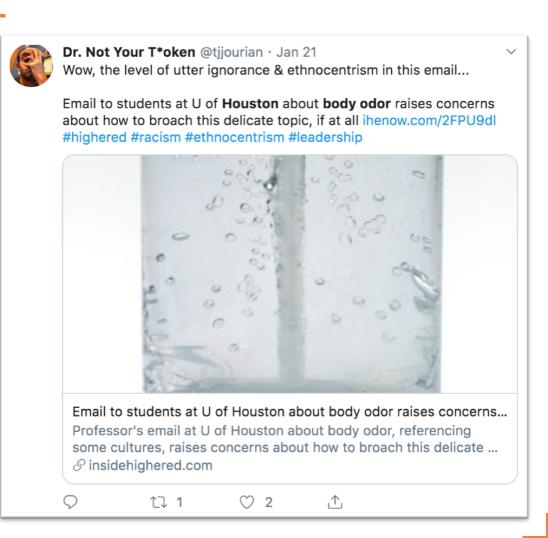
"Please take shower every morning. If you have a quiz or test, please do not skip taking daily shower. Most Americans shower twice daily once in the morning and once before going to bed.

"Please use deodorant/antiperspirant or light perfume after taking shower.

"Please change your shirt on daily basis.

"If you do eat spicy/garlicky food, please use mouth wash.

University of Houston: January 2018



You can't do that

Hello, I am a cannabis researcher at Virginia Tech. I have CBD Honey Sticks for sale! Great for migraines, muscle relaxation, stress, anxiety, and will leave you hangover free after a crazy night. Just organic honey & 13% CBD extract from hemp (10mg/ml) Sale price: \$2 each



10:04 AM - 4 Jun 2018

You may be entrepreneurial, but before putting something out on social media, consider if your activities are:

- Legal on campus
- In violation of research grant parameters
- Endangering the reputation of your college and associated faculty members

"But I'm a student"

Memes are no joke

NPR: Harvard Rescinds

Admission Of 10 Students Over

Obscene Facebook Messages

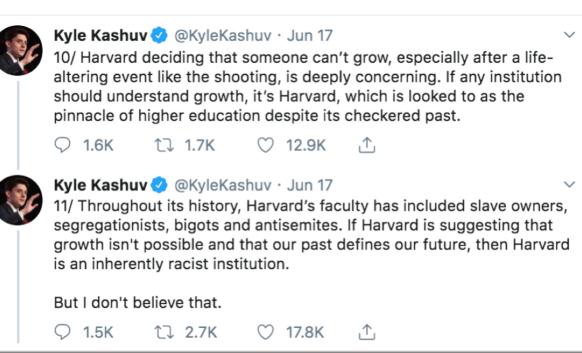
Students traded sexually explicit memes and messages that sometimes targeted minority groups in a private Facebook group chat, in an effort to "gain access" to a more popular meme group.



No takebacks

Parkland shooting survivor's Harvard acceptance is rescinded after previous tweets including racial slurs resurface.





Think before you post

Virginia Tech: August 2019



University of Missouri: April 2013



April 3, 2013 · Columbia, MO · 4.

What do you do with a student like this? She posted this on Twitter today. Since it was a public post, I feel no need to hide her identity. (J2000 is our Cross Cultural Journalism class):

Annette Jenkins @NettieJay9

I hate J2000. Raise your hand if you dont really give a damn about minorities. #SorryImNotSorry #JSchoolProblems

She followed that tweet with this:

Seriously guys. I'm going to be selling corn to white farmers. I dont need a culture reporting class. #JSchoolProblems

She's probably a second semester sophomore. She's a science and Ag Journalism major, minor in Rural Sociology. Appears to be from Missouri or Kansas.

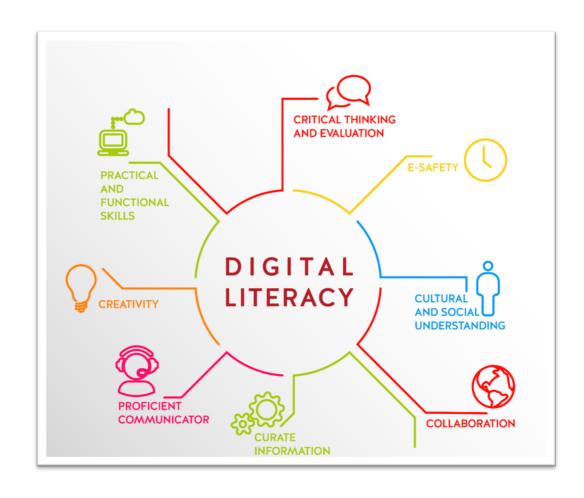
Thoughts?

How to be a good online citizen and protect your future

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BE DIGITALLY LITERATE

Digital literacy is "the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills," as defined by the ALA.



POSITION YOURSELF FOR SUCCESS

- Put on a marketer's hat when writing something for public consumption.
- Keep your audiences tailored and narrow (i.e. utilize Facebook lists)
- Consider a private account or an account with a "no student zone" (protect your tweets and Instagram posts to ensure you know who's following you).
- Go through your social history and remove anything questionable.
- AND ALWAYS think before you post.

BE RESPONSIBLE

- Do not speak as the university.
- Don't post anything that you wouldn't want future employers and other coworkers or supervisors to read.
- Be aware of internet safety, such as sharing personal information with others.
- Know how social media algorithms share your personal interests.
- Do not engage in cyberbullying, trolling, or other activities that may cause harm to others online.
- Regularly audit your online personas to see if they reflect who you are and make sure that they positively reflect you.
- Always refer to the VT handbook and university policies. Contact <u>socialmedia-g@vt.edu</u> if you have any VT social media questions.



PSA: #VT23 — We LOVE that you're excited about being #Hokies, but we really don't love people finding your personal info on the internet, so please block that out before posting a screenshot! Ok, carry on celebrating now.



7:05 PM · Feb 22, 2019 · Twitter Web Client

| View Tweet activity

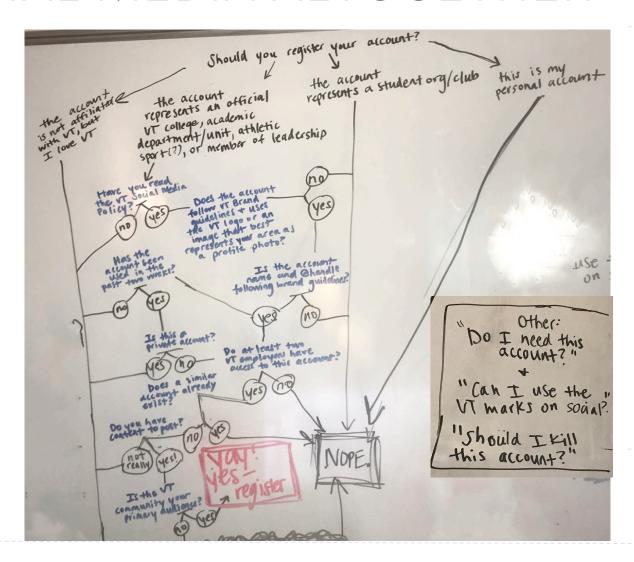
12 Retweets 173 Likes

OR...JUST AVOID SOCIAL MEDIA ALTOGETHER

ASK YOURSELF:
"DO I NEED

REALLY NEED

THIS ACCOUNT?"



QUESTIONS?

SOCIALMEDIA-G@VT.EDU