

## **My Family At UCSF Discussion Forum Pilot Program – Guidelines**

The My Family at UCSF discussion platform pilot is hosted in BigTent. The Camps Resources Discussion Forum is meant to create a sense of community amongst members and provide a safe and supportive environment to learn and share. The guidelines are intended to protect and serve our members. They are subject to change at any time.

The general format of our discussion forum is to post a question and other members will respond based on their own experiences. For example, a member might post "What day camps are recommended for elementary school age children near the Parnassus Heights?" Other members are encouraged to respond with their own stories and/or advice.

The forum will provide the following communications:

- **Camps Search, Camps Questions:** for all camps related discussions, used to recommend or search Bay Area day camps and overnight camps. You should only recommend a camp that you have used personally.
- **Camps-related events and announcements:** used by Family Services to announce upcoming events such as Bay Area camps fairs and camps discounts provided to UCSF faculty, staff and students. Only Family Services administrators are allowed to post events and announcements.

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## **TECHNICAL INFORMATION**

### **To Access the Forums**

To view or participate in the forums, login to [BigTent](#), go to 'my groups' then choose My Family at UCSF Discussion Forum'. Click on the 'forums' tab to view recent discussions or search for historical threads.

### **To Change your Email Preferences**

To change the frequency of email notifications you receive from these forums, login to [BigTent](#), go to 'my bigtent' then choose 'email settings'. Put a check mark in the box to the left of the forum(s) you wish to change. Scroll to the bottom of the page and use the 'Change notification to' drop-down box to select one of the following:

- **Email daily message digest (topics only)** – will send an email message for every 25 new topics that are posted; you may receive more than one email per day. This option will send the least number of email messages per day.
- **Email daily message digest (topics and comments)** – will send an email message for every 25 new topics or comments that are posted; you may receive more than one email per day.
- **Web Only** – will not send any email digests but you can access content online at any time

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## FORUM BEST PRACTICES

The general format of our discussion forums is to post a question and other members will respond based on their own experiences. For example, a member might post "What summer camps in San Francisco are recommended for children entering kindergarten?" Other members are encouraged to respond with their own stories and/or advice.

These forums are not monitored, meaning that Family Services does not consistently read or respond to posts made on this forum. If you have a question for Family Services, please send us an email at [myfamily@ucsf.edu](mailto:myfamily@ucsf.edu) instead of posting on the forum.

Here are some other recommendations on how to use the forums:

### **DO NOT SHARE your BigTent Username and Password**

Our online community in BigTent is meant for members only. Do not share your login credentials (username and password) with non-members.

### **Limit the number of times you post the same message**

You may only post the same message once per week. Duplicate postings within the same week will be deleted and you will not be notified.

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## FORUM GUIDELINES

Forum guidelines are in place to help maintain a safe and supportive discussion environment. These guidelines outline what is allowed in the forums and what will be removed:

### **Forum Etiquette**

To encourage a supportive sharing of resources in the forums, members are expected to be considerate of all members when communicating in the forums. Please make sure you can objectively answer **NO** to these three questions in regards to your post:

- **Is it destructive rather than constructive?**  
Any communication in the forums, even those expressing disagreement or negative experiences/opinions must be delivered in a manner that is respectful and serves a purpose (to ask for support, answer a question, further the discussion, etc).
- **Is it malicious?**  
Regardless of intent, posts/comments that contain any mean-spirited or harmful content may be removed.
- **Is it inflammatory?**  
Regardless of intent, posts/comments that contain any hint of agitation or provocation may be removed.

If you answered **yes** to one or more, the post is **not** appropriate for the My Family at UCSF

Discussion forum and should not be posted.

### **Unsolicited Opinions (Positive or Negative)**

New topics containing opinions, reviews or recommendations of a camp are permitted in the forum provided they are first-hand accounts of your experience, follow forum etiquette and guidelines, and are not posted more than once.

### **Advertising and Self Promotion**

You may not post a new topic to advertise a business, service, website or blog that you own or have a financial or other interest in. However, you can post a response to another member's current forum post. For example, you may not start a thread suggesting members try the day camp you just opened. However, if a member asks for camp recommendations, you can comment on their post with detailed info regarding your camp business. You must disclose your affiliation (for example: you are the owner, employee or receive any sort of payment or commission) in your response and your response must be relevant to the conversation.

### **Event Postings**

No posts for events, talks, open houses, etc unless it is:

- Free and open to the public
- Sponsored by Family Services

The event may be posted if it meets the above criteria and does not violate the 'Advertising and Self-Promotion' criteria above.

### **Classifieds are Restricted**

The program pilot does not allow the posting of classified ads. Please visit [campustrader.tradeaway.com](http://campustrader.tradeaway.com) for information on posting classified ads for the UCSF community. Restricted classified ads include:

- Caregiver Recommendations
- Items for sale or "wish to buy"
- Soliciting members to meet camp attendance minimum
- Discount referrals or coupon codes
- Real estate or rental listings
- Job openings or seeking employment
- Advertising and self promotion
- Requests for the donation of items
- Opportunities to participate in surveys, interviews, focus groups or other research

### **No Solicitations**

No solicitations for religious or political campaigns, any type of "Vote for X" messages, chain letters, or requests for monetary donations.

### **No Political Discussions**

Discussions of political topics are permitted as long as members remain civil and refrain from "calls to action" such as contacting political representatives, signing petitions or contributing to

a campaign.

**No Solitary Links**

Forum posts that contain a link to an article or website with no explanation or context provided may be removed. Excerpts of the article that are more than a short paragraph may be removed.

**No Inflammatory Language**

Posts that include inflammatory language such as profanity, sarcasm or personal attacks will be removed from the forums.

**Respecting Member Privacy**

Members must respect the privacy of other members and not share any identifying or other personal information that was not offered by the original poster.

**No Bullying or Harassment**

Members should be polite, courteous and respectful at all times when posting in the forums, especially when debating sensitive topics. Any form of bullying or harassment will not be tolerated. Please help keep threads open for discussion by refraining from back and forth debates or personal attacks. Remember to always be respectful of each other in your responses and only comment if you have something new to add to the original poster's question.

**No Illegal Posts**

Forum posts that are found to be in violation of Federal or California State Law will be deleted.

**Confidentiality**

Member email addresses and other contact information are confidential and for the personal use of members only. Do not share member information or your BigTent login credentials with non-members.

**False Identity**

My Family Discussion Group members must be parents (or primary caregivers), with a child(ren) pre-school through high school age using a UCSF issued e-mail address. If it is found that you did not meet these criteria when you joined or renewed your membership (for example: you are a vendor trying to promote your own business), your membership privileges will be revoked.

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**No "Posting for a Friend"**

All posts in the Camps Resources Discussion forum are to be posted by and for members only. All recommendations made in this forum must be written by you, for a camp that you have used personally. Please do not post for a friend that is in search of a camp.

**Suspicious Activity**

If you experience unusual or suspicious activity when exploring the referrals provided in the Camps Resource Discussion forum, please alert Family Services by sending an email to

myfamily@ucsf.edu. We will investigate the situation and take appropriate action.

Disclaimer: Family Services cannot verify information provided by members and therefore does not endorse the recommendations made in our online forums. Members are encouraged to perform proper due diligence when selecting camps based on these recommendations.

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## **MODERATION PROCEDURES**

Please be aware, our forums are not moderated. Posts made by members disclose their identities and they are displayed immediately after being submitted.

### **Flagging Messages**

Members are asked to notify Family Services when they see a post that violates forum guidelines. This can be done by sending an email to myfamily@ucsf.edu or by flagging the message in the BigTent forum interface. To flag a message, simply click the 'flag' checkbox below the message.

When a message is flagged, a notice will appear in the moderation queue. A Family Services administrator will then review the message in question. The moderator will choose to either ignore the flag (in which case the message continues to be displayed) or will delete the message from the forum. It is up to the moderator to decide if a post is in violation of a forum rule. If the message is deleted, a copy will be saved for future reference (unless it is posted multiple times in the same forum or it is posted in multiple forums, in which case it will simply be deleted). Please note that no notification will be sent to the poster when the message is deleted. If you find that one of your posts is not displayed in the forums, please send an email to [myfamily@ucsf.edu](mailto:myfamily@ucsf.edu) and we will explain why your post was removed.

### **Moderating Discussions**

If a discussion contains multiple comments that are in violation of forum guidelines, Family Services will post a warning reminding members to be considerate when participating in the discussion. If it continues in the same manner, the discussion will be closed for further comment or removed from the forum.

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If you have any questions, please send an email to myfamily.ucsf.edu