

Moderating MyWharton Posts Overview

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Community Moderation ensures that all communications and content in the community are appropriate. Criteria and Rules can be configured and activated to automate the appropriate moderation level for the community, and permissions can be given to community users to moderate within context of the community, such as directly in the community feed. Community Manager/Moderator(s) can be given moderation permissions to act in the following ways if a rule is violated:

- Review and act on the list of flagged posts and comments in the community
- Review and act on the list of flagged files in the community
- Remove flags directly in the community
- Delete inappropriate posts, comments, messages, and files

Before You Start

Currently, anyone with the Access Community Builder and Workspaces is considered a designated community moderator of the Student Community and has access to set up moderation criteria/rules and manage moderation reports/dashboards.

Key policies include:

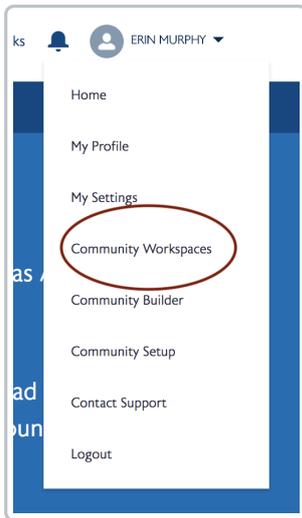
- **EMBA Chatter Policy:** All students will use all of the features of Chatter. All users can post, ask questions, etc.
- **MBA Chatter Policy:** Community Managers can make group posts and create group polls. Students cannot comment on anything (controlled via moderation) or ask questions on a topic in a group.
- **UGR Chatter Policy:** Community Managers can make group posts. UGR will permit student comments to group posts but only with moderation.

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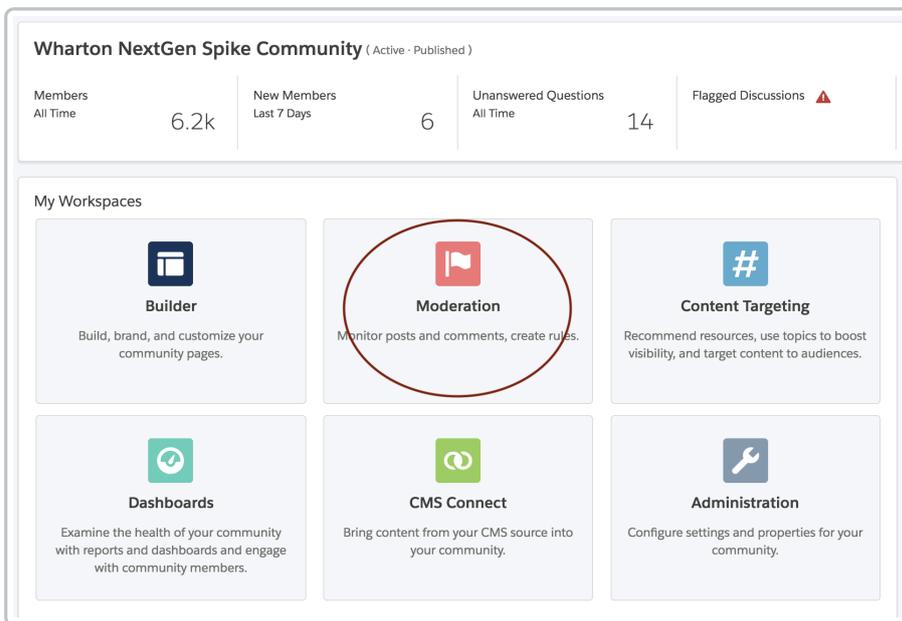
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Finding Moderation in Community Workspaces

1. Log in to **MyWharton Community** (<https://mywharton.wharton.upenn.edu/s/>) and click on your name in the upper right-hand corner and then choose **Community Workspaces**.



2. Once you are in the Community Workspaces dashboard, choose **Moderation**.



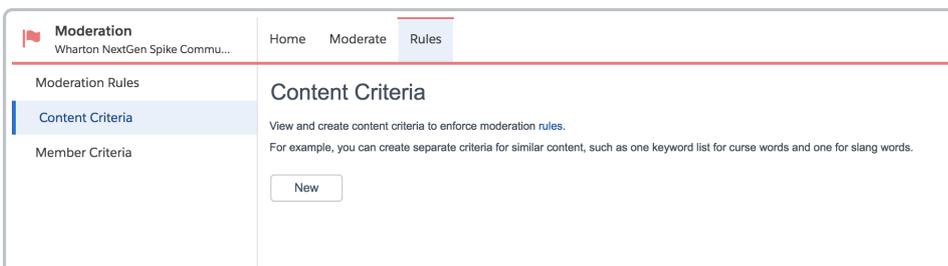
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Moderation Criteria

Moderation Criteria must be set up in order to enforce moderation rules. There are two options when it comes to moderation criteria: **Content Criteria** or **Member Criteria**.

Content Criteria

Content Criteria refers to slang or keywords a user might use in a post or comment in the community. Find it under **Rules > Moderation Rules > Content Criteria**.



Member Criteria

Member Criteria can be based on any combination of users and profiles. You can also filter criteria based on their user creation date or on whether they've posted or commented in the community. Find it under **Rules > Member Criteria**.

The screenshot shows the 'Member Criteria' page. On the left is a sidebar with 'Moderation Rules', 'Content Criteria', and 'Member Criteria' (selected). The main area has a title 'Member Criteria' and a sub-header 'View and create member criteria to enforce moderation rules. For example, create member criteria for customer users without community contributions, then use that criteria in a rule to review and approve their first post.' Below this is a table with columns: Action, Name, Description, Created Date, and Last Modified Date.

Action	Name	Description	Created Date	Last Modified Date
Edit Del	MBA Student		6/23/2018 8:28 PM	6/23/2018 8:28 PM
Edit Del	UGR Student		6/23/2018 8:32 PM	6/23/2018 8:32 PM
Edit Del	Wharton Staff		7/12/2018 3:54 PM	7/12/2018 3:54 PM

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Moderation Rules

Moderation Rules specify what happens when the criteria (established above) is matched:

- **Block:** Prevents content from being published
- **Replace:** Publishes content with the keywords replaced as asterisks
- **Flag:** Publishes content and then automatically flags the content as inappropriate
- **Review:** Hides content from the general community until it's approved

When setting up Moderation Rules, you must choose whether you are creating a **Content Rule** or a **Rate Rule**. The sections below describe each type of Rule.

The screenshot shows the 'Rules' page. On the left is a sidebar with 'Moderation Rules' (selected), 'Content Criteria', and 'Member Criteria'. The main area has a title 'Rules' and a sub-header 'View and create rules to moderate member-generated content. Before creating a rule, make sure you've created criteria to use in that rule.' Below this is a table with columns: Action, Name, Description, and Moderation Action.

Action	Name	Description	Moderation Action
Edit Del	MBA Student can't post or comment	MBA doesn't allow Students to post within the Community at this time.	Block
Edit Del	UGR Comments will be reviewed	UGR Comments to Posts will be reviewed	Review

Content Rule

A **Content Rule** will **block, replace, flag, or allow** the Community Moderator to review and approve member-generated content.

Moderation
Wharton NextGen Spike Commu...

Home Moderate **Rules**

Moderation Rules
Content Criteria
Member Criteria

New Content Rule

Details ! = Required Information

Name

Unique Name

Description

Activate Rule

Rule Conditions

Specify what happens when the rule criteria is matched. Block prevents content from being published. Replace publishes content with the keywords replaced as asterisks. Flag publishes content and then automatically flags the content as inappropriate. Review hides content from the general community until it's approved.

Applies To Post Comment

Moderation Action Block Review Replace Flag

Message for Member

Criteria

Select the types of criteria you want to enforce this rule. If you select member criteria and content criteria, the rule applies only when both criteria are met.

Member Criteria

Available Criteria

- MBA Student
- UGR Student
- Wharton Staff

Add Remove

Selected Criteria

--None--

Content Criteria

Available Criteria

--None--

Add Remove

Selected Criteria

--None--

Rate Rule

A Rate Rule will monitor and limit the frequency that members can create content in the community.

Moderation
Wharton NextGen Spike Commu...

Home Moderate **Rules**

Moderation Rules
Content Criteria
Member Criteria

New Rate Rule

Details ! = Required Information

Name

Unique Name

Description

Activate Rule

Rule Conditions

Rate limiting rules don't apply to internal users.

Select the types of member-generated content and member criteria to use in this rule.

Applies To Post Comment Private messages Files

Member Criteria

Available Criteria

- MBA Student
- UGR Student
- Wharton Staff

Add Remove

Selected Criteria

--None--

Rate Limits

Set up this rate rule to freeze a member or notify moderators when members create content too frequently within a specific time frame. If you select multiple types of member-generated content, like posts and private messages, the number you specify below is the combined total of content a member creates.

Content Creation Time Frame

Notify Moderators Moderators are notified when a member creates content # times in 15 minutes.

Freeze Members Members are frozen when they create content # times in 15 minutes.

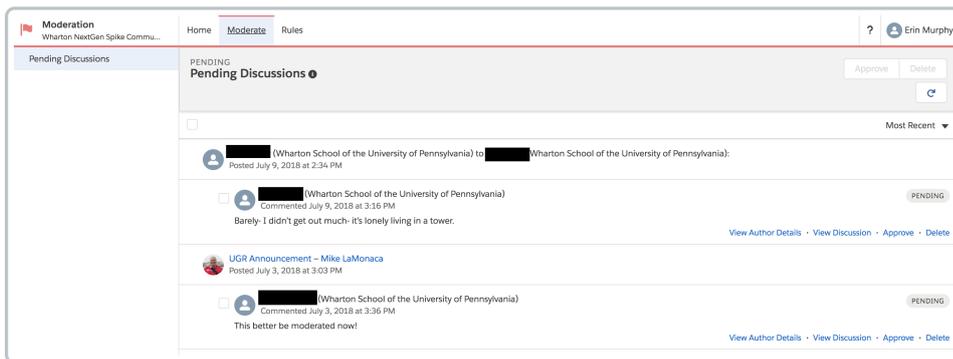
Save Cancel

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Moderation Reports

Moderation Reports are used to approve or delete Pending Discussions, manage Flagged Files and Flagged Messages, view Frozen Members, and see an Audit Trail of moderated activity, including the Offender and the

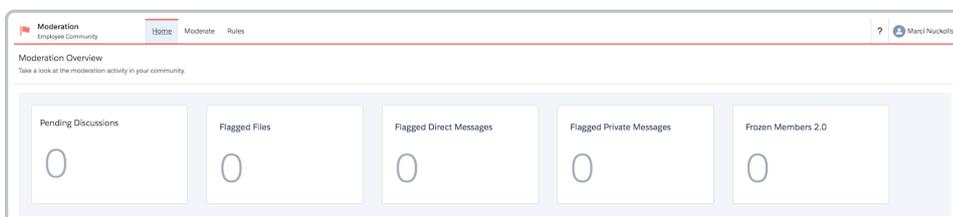
Moderation Action taken.



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Moderation Dashboards

Moderation Overview provides an at-a-glance snapshot of moderation activity in the community. Each report of the dashboard can be drilled into and managed.



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Moderation Permissions

Review the [Salesforce documentation](#) to determine who in the organization should be given access to Community Management/Workspaces to create and manage Moderation Criteria/Rules vs who should be given permission to moderate within the context of the community (e.g., Flag a post in the community feed).

NOTE: MyWharton moderation permissions have already been set up.

Questions?

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Students: [Wharton Computing Student Support](#)

Staff: mywharton-support@wharton.upenn.edu