



THE UNIVERSITY OF NEW MEXICO is committed to protecting the academic freedom and personal safety of our scholars. Nationally, unfair online attacks on individuals have increased, often in social media, on message boards, and through other online forums. These hostile “trolling attacks” may be directed against an individual’s politics, personal identities or characteristics, or their scholarship. These attacks can be professionally disruptive, personally difficult, and have serious impacts. The University of New Mexico Police Department (UNMPD), the Office of Equal Opportunity (OEO), Information Security, and Dean of Students at UNM are the first points of contact in mobilizing resources to support and assist.

IT Academic Technologies
Division for Equity and Inclusion
Diverse.unm.edu
Diverse@unm.edu



Resources

for
**DEPARTMENT CHAIRS AND SUPERVISORS
ASSISTING
SCHOLARS TARGETED
IN DOXING, TROLLING, and
ZOOM BOMBING
INCIDENTS**



THE UNIVERSITY OF
NEW MEXICO®

IMMEDIATE ACTION

Is the targeted individual in immediate physical danger?

YES: call 911.

After 911, and for all other cases: continue with steps below.

Document the nature of the attack by taking a screen shot and upload to UNM Ethics Point, <http://unm.ethicspoint.com/>

Contact your executive officer (chair, head, director) to guide you through additional steps.

Confirm that the University of New Mexico Police Department has been contacted (505.277.2241).

Provide link to the Web Meetings Responding to Incidents site, <https://webmeetings.unm.edu/on-line-safety/responding-to-incidents.html>

Mobilize University resources by contacting the following:

Appropriate Dean (see campus directory)
UNMPD: 277.2241

For media responses, contact UCAM:

Cinnamon Blair or Daniel Jiron

Counseling and Referral Services (CARS): 272.6868

UNM Dean of Students Office: 505.277.3361,

doso@unm.edu (for incidents impacting students).

Office of Equal Opportunity OEO: 505.277.5251 (for victims of protected status trolling) – oeo.unm.edu

UNM Information Security Operations: 505.277.2497

Prepare and distribute to faculty within the unit a statement of support as quickly as possible, ideally within hours of the attack. Keep in mind that the statement will reach faculty, staff, and students in the unit; faculty in the discipline; and people in the community. You may want to ask The Division of Equity and Inclusion (505.277.1238) and/or UCAM (505.277.5813, or ucam@unm.edu) to provide assistance in crafting the statement.

The statement should contain the following elements:

- A commitment to academic freedom
- A statement recognizing the faculty members' standing in the field
- A statement supporting the faculty members' research

Here is a sample message:

“The University of New Mexico is committed to academic freedom. [SCHOLAR NAME] is an established and admired scholar in [DISCIPLINARY AREA] and a valued member of our university. As with all of our scholars at the University of New Mexico, [PROFESSOR NAME] has the right of academic freedom necessary to pursue scholarship and research on important subjects and to reach conclusions even if some might disagree with those conclusions.

Exploring challenging and important questions is exactly what x scholars in a world-class university should be doing.”

Prepare staff to handle harassing phone calls and inquiries. Provide them with language:

- “I appreciate your interest in this issue. Responses to calls on this topic are being coordinated by University Communications and Marketing. Would you like me to transfer you to that office?”

Support Students: If on-going, students may be uncomfortable attending class or may have questions about the attack. Talk to the instructor about how to handle them. Be prepared to move classrooms. Discuss whether to have a substitute instructor. Offer ideas about alternative student activities while the attack is occurring.

There may be an impact on other classes, even classes not taught by the faculty member. Discuss this possibility with the advising team and faculty.

Faculty and staff of the home unit may want to show support. Identify ways they can assist. Those can range from speaking publicly in defense of the person who has been attacked to talking through what has happened.

Other faculty may worry about their safety and vulnerability to these attacks. Take these concerns seriously. Connect them with appropriate resources.

Co-authors and collaborators may be affected, as the attack may have repercussions beyond campus. It may be beneficial to contact the relevant disciplinary organizations.

The effects of the attack may linger beyond the immediate episode. The scholar may lose trust in the broader community or experience reduced confidence. Connect the scholar with employee assistance services, who can assist with any recurring personal issues. Follow up with the scholar periodically.

Be aware that the attack may have implications for promotion and tenure. The faculty member may experience a decline in productivity. Be sure to discuss this with the faculty member in the months after the attack. Consider the possibility of tenure rollback. Keep in mind, when soliciting external evaluations for the promotion process, that the attack may affect the scholar's reputation.

INFORMATION ABOUT TROLLING ATTACKS

Malicious acts on the internet including trolling, doxing, and Zoom bombing are real threats to intellectual freedom and the safety and security for our Lobo community. Emboldened by the relative anonymity of the internet and enabled by access to systems that do not require authentication to share video, text, and images, these acts are typically perpetrated by people outside of the UNM community who want to disrupt events and prevent the free exchange of ideas.

Whether personally or politically motivated, or dismissed as a “prank” by the perpetrator, these acts are not harmless, and it is in the interest of the UNM community to take active measures to prevent them from occurring. This includes active measures to prevent unwanted participants from joining a meeting or a webinar, and measures to limit the ability for meeting participants to post objectionable materials or comments.

UNIVERSITY RESOURCE CHECKLIST

For more information on preventing and responding to online Attacks, see <https://webmeetings.unm.edu/on-line-safety/index.html>

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Counseling and Referral Services (CARS): 505.272.6868

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UNM Information Security Operations: 505.277.2497
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UNM Ethics Point: <https://unm.ethicspoint.com>

UNM Dean of Students Office: 505.277.3361, doso@unm.edu (for incidents impacting students).

Campus Assessment Response Education (CARE) reporting: <https://care.unm.edu/>