SASS Wire Forum Roles & Responsibilities
SASS Wire Forum Moderators
- SASS Wire Forum Moderators have a threefold responsibility.
  - ✓ To ensure that all users are following the rules of conduct described in this document
  - ✓ To assist new members
  - ✓ To help with information

SASS Wire Forum Moderators can be compared to Range Officers at a Cowboy Action Shooting match. They keep the forum safe and enforce the rules so that all are treated equally for the enjoyment of the game. Moderators serve as a reliable contact of information, direction and encouragement.

- **Moderator Authority-** Whenever possible, we prefer to let conversation flow unfettered. However, there are cases in which a Moderator will need to intervene. SASS Wire Moderators have the ability and authority to close, re-open, move, and delete topics; and to edit posts within the forum they moderate. Moderators have the authority to represent and enforce the SASS Wire Forum rules of conduct by communicating directly with members and posting in their assigned forums. SASS Wire Moderator authority is limited to the policies as described in this document and in no way should be construed to represent SASS Corporate policies or operation. Any action by a Moderator should be communicated to the member (ie: editing/deleting/locking a thread/message)
- **Moderator Terms-** Moderators serve in a rotation of 3 months on/ 3 months off, for a term of one year.
- **Moderator Identity-** SASS Wire Forum Moderators are anonymous. A total of 3 moderators are on "duty" during each 3 month rotation. Moderators are forum users as well, but their forum identity is separate from their Moderator Identity. This ensures the elimination of some level of subjectivity, the removal of any "personal" actions, and helps to avoid blame and favoritism of any kind. Moderators will remain anonymous even to their fellow Moderators.
- **Moderator Responsibilities –** in addition to the threefold responsibilities above, a SASS Wire Forum Moderator must also:
  - ✓ **Remain Neutral at all times**
  - ✓ **Be unbiased and level-headed**
  - ✓ **Follow all forum Conduct Rules**
  - ✓ **Be active on the Forum; visit the Forum at least once a day, initiate topics of interest when appropriate**
  - ✓ **Keep posts clean and move off-topic posts to appropriate categories**
  - ✓ **Communicate with members who behave outside of the conduct rules and advise them of possible consequences**
  - ✓ **Conduct yourself on the SASS Wire Forum in a way that represents SASS and "The Cowboy Way". No offensive behavior or arguments. Moderators are role models for the forum and members will emulate Moderators actions.**
  - ✓ **Be respectful of all members and each other. Exercise restraint when responding to an infraction. Try to keep your personal opinions to yourself as it reflects negatively on the forum.**
  - ✓ **Be discreet and maintain confidentiality regarding moderator activities and member information.**
  - ✓ **Be professional: Personality is good, but don't take liberties or get lazy. Try to use correct grammar, punctuation and capitalization when you're typing. How you present yourself reflects upon the forum and people's perceptions.**
  - ✓ **Consider member feelings before hitting the submit button, both in public and private forums.**
  - ✓ **Perform function devoid of their personal opinions on any matter and keep a respectful, open mind at all times. As long as the poster is being respectful and not violating any user terms, conversations should be allowed to go unfettered.**

- ✓ **Learn and be familiar with all forum rules and policies**
- ✓ **Acting as a Moderator on the SASS Wire Forum is done on a completely voluntary basis. Should you need to step down or be absent for an extended period, please contact the Forum Administrator.**
- ✓ **SASS reserves the right to modify these rules as needed without prior notification and to remove moderator privileges at will.**

SASS recognizes that moderators dedicate large amounts of their personal time assisting with the forum. SASS reserves the right to provide moderators with products and/or discounts in recognition of the personal time that they volunteer to help administer the forum. Commitment restrictions apply. Please speak with the Forum Administrator for details.

SASS Wire Forum Super-Moderators

Super Moderators of the SASS Wire Forum follow all guidelines of a Moderator. Additionally, Super Moderators have the responsibility of assisting with technical tasks related to the forums.

- ✓ Assist with member login trouble
- ✓ General Spam control and clean up
- ✓ Assign user groups for members with special private forum access (TG's, RO, Merchant Corner, etc.)

The Super Moderators Group includes SASS Headquarters Staff.

SASS Wire Forum Administrators

SASS Wire Forum Administrators have overall forum control, and serve as the oversight position for all Moderators and Super Moderators- overseeing their roles and activities. If a situation needs to be escalated above a Moderator role, the Administrator steps in. Only the Administrator can ban a member, and it requires a majority consensus of the Moderators, or by direct issue from the SASS Board of Directors.

Administrator duties include:

- ✓ Recruitment of Moderators
- ✓ Management and support of Moderators
- ✓ Overall Forum Control
- ✓ Changing permissions and features
- ✓ Coordinating needed software updates
- ✓ Creating/Editing forum sections as needed
- ✓ Banning Members

Only the SASS Board of Directors or their assigned representative can reverse a banned user. Any user that feels they have been banned un-justly, can contact SASS for reconsideration. Banning a member means that he/she can no longer post messages on the SASS Wire and is accomplished by permanently blocking the individuals email address and in some cases his/her IP address, deleting the users registration and all current posts. This action is only to be taken as a last resort.

ENFORCEMENT OF RULES

The SASS Wire Forum uses an infraction system to warn users that break the forum rules. If members are caught violating any of the forum rules, or there are complaints of disruptive behavior by members, and a penalty may be issued. Depending on the level of severity of the behavior, infractions can be a simple verbal warning to guide members back in line with the rules of conduct.

For infractions that are not suitable for a verbal guide, warning "points" are issued based upon the severity of the infraction.

- ✓ Moderators should always start with a verbal communication for correction, citing the rule of conduct that is being broken prior to issuing warning points
- ✓ A User may be issued up to 3 Warning Points prior to being given either a "time out", or- ultimately, being banned from the forums
- ✓ Warning Points are issued with caution, and all warning points are issued with an expiration date.
- ✓ A "time out" can be issued for a time period of 1 month or 3 months, depending on the severity of the infraction

General Enforcement Guidelines

Editing a Thread or Message

Moderators have the authority to edit messages and are directed to do so when the message:

- ✓ Contains profanity, racism, anti-Semitism, sexism or offensive statements
- ✓ Innocently violates the rules of conduct in any way
- ✓ Contains links to unacceptable or offending websites

*Editing is visible to the community; whenever a message is edited, the date/time/edit and author are shown within the message

Closing a Topic

Moderators have the authority to close topics and are directed to do so when the message:

- ✓ Is repetitive and redundant in nature and not productive (beating a dead horse)
- ✓ Is instigating in nature
- ✓ Contains good and valuable information but is heading in a non-productive direction
- ✓ Point is clearly made, both sides have had their say or a truce or mutual understanding is reached

Deleting a Topic

Moderators have the authority to delete a topic and are directed to do so when the topic:

- ✓ Contains defamatory, libelous, or slanderous statements against SASS, its owners, employees, moderators, or volunteers.
- ✓ Contains defamatory, libelous, or slanderous statements against any business, individual, or public entity
- ✓ Contains offensive behavior or plain rudeness
- ✓ Is instigating in nature
- ✓ Contains profanity, racism, anti-Semitism, sexism, or offensive statements
- ✓ Contains links to unacceptable or offending websites
- ✓ Is clearly a commercial post or has become an infomercial
- ✓ Is off-topic or not related to the SASS Wire Forum
- ✓ No part of the topic is salvageable by editing

Suspension of Posting Privileges – a "Time Out"

Moderators have the authority to suspend a members posting privileges up to 3 months and are directed to do so when a member:

- ✓ Repeated violations of the stated forum rules of conduct
- ✓ Offensive behavior (posting offensive material, harassing other members, spamming, trolling)
- ✓ Instigation of controversial issues (stirring the fire)
    - ○ Note to Moderators regarding "stirring the fire"- Constructive conversation or debate generally involves a "devil's advocate" of sorts. It is imperative the Moderators function devoid of their personal opinions on any matter and keep a respectful, open mind at all times. As long as the poster is being respectful and not violating any user terms, conversations should be allowed to go unfettered.
- ✓ Driving away other members
- ✓ Repeated attempts to circumvent moderation
- ✓ Negative direct public challenges to any Moderator, Administrator, SASS Employee, volunteer, or the SASS Board of Directors

Banning

Only the Administrator has the authority to Ban Users from the SASS Wire. This measure will be taken as a last resort, and while not exhaustive, the following lists some reasons a user might be banned.

- ✓ Attempts at hacking or destroying the forum
- ✓ Repeated violations of the stated forum rules of conduct- typically after attempting a "time out" penalty
- ✓ Verified verbal or written attacks, threats, libel, slander, or defamation against any fellow user, moderator, SASS, its Board of Directors, employees, or volunteers in any public internet forum.
- ✓ Leading a "Lynch Mob"