

The University of Texas at Austin Facilities Services Facebook Guidelines for Fans

Posting and Commenting

Who may post as an individual

Fans of the Facilities Services Facebook page may post on the wall. Employees who post from their personal page are not considered to be the official “voice” of the department.

Who may comment

Fans and Facilities Services Facebook Administrators may comment on any posting on the Facilities Services Facebook page. Employees who comment from their personal page are not considered to be the official “voice” of the department.

Guidelines for commenting

- When you may be perceived as presenting an official position of the department or the university, make it clear that you are commenting unofficially and as an individual.
- Never pretend to be someone else. Identify yourself by your real name.
- Protect your identity. Identifying yourself does not mean providing information that could be used to scam or steal identity, such as home address, phone or personal e-mail information.
- Respect your audience. It is okay to disagree with others’ comments, but remain polite.
- Contribute valuable information related to the services provided by Facilities Services. Topics may include information that is directly related, such as Facilities Services projects throughout campus, or indirectly related, such as special events in which we have a part.
- When in doubt about whether or how to comment, consult your supervisor.
- Ensure that your comment is accurate. If an error is made, admit and correct immediately.
- When sharing university news on a topic beyond Facilities Services, link to the original source.
- Do not share confidential or proprietary information about the department, employees, or the university. If you are unsure whether information is confidential or proprietary, consult your supervisor.
- Work related photos may be posted that are taken on university property and/or are related to operations in an official university capacity.
- Work related commenting is allowed during work hours, as long as it does not interfere with job duties and performance. Consult your supervisor for direction about what is considered a “reasonable amount of time” in your area to be on the Facilities Services Facebook page.

- All comments are public, and they exist permanently. They must reflect positively on Facilities Services, the university, and you.
- Only under rare circumstances, such as profanity or personal attacks on individuals, will comments from fans be removed.