Memorandum

To: UNM Students, Faculty and Staff

From: Assata Zerai, UNM Vice President for Equity and Inclusion
       Duane Arruti, UNM Chief Information Officer

Date: September 24, 2021

RE: Resources to support online safety from Doxing, Trolling and Zoom Bombing Cyber Attacks

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.

We write to raise awareness and introduce you to resources to provide support for online safety. The University of New Mexico Police Department (UNMPD), the Office of Compliance, Ethics and Equal Opportunity (CEEO), Information Security, and Dean of Students at UNM are the first points of contact in mobilizing resources to support and assist.

Doxing is a search for and publication of private or identifying information about a particular individual on the Internet, typically with malicious intent.

Trolling is the deliberate act of making random unsolicited and/or controversial comments on various Internet forums with the intent to provoke an emotional reaction from unsuspecting readers to engage in a fight or argument, it can also be a direct attack on a target. It can sometimes impede academic freedom in the educational context.

Zoom bombing refers to the unwanted, disruptive intrusion, generally by Internet trolls into a video conference call. It is important to recognize that some trolling might be free speech and therefore not actionable for institutional discipline.

The effects of these incidents may linger beyond the immediate episode. The individual may lose trust in the broader community or experience reduced confidence. Connect the individual with employee assistance services and/or Student Health and Counseling as appropriate, who can assist with any recurring personal issues. Follow up with the individual periodically.

Be aware that the attack may have implications for academic progress for students, promotion and tenure for faculty, and promotion for staff. The individual may experience a decline in productivity and the attack may affect the individual’s reputation. Be sure to discuss this with the individual in the months after the attack and take advantage of the resources listed below to support the individual and mitigate negative impacts on the individual’s academic progress, promotion, or tenure.
**Preventing Doxing, Trolling and Zoom Bombing**
See: [https://webmeetings.unm.edu/online-safety/index.html](https://webmeetings.unm.edu/online-safety/index.html)

**Responding to Doxing, Trolling and Zoom Bombing**
Is the targeted individual in immediate physical danger? YES: call 911.

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

1. **Document** the nature of the attack by taking a screen shot and upload to UNM Ethics Point, [http://unm.ethicspoint.com/](http://unm.ethicspoint.com/)
2. **Contact** your Chair, Manager or Director to guide you through additional steps at [https://webmeetings.unm.edu/online-safety/responding-to-incidents.html#Deans](https://webmeetings.unm.edu/online-safety/responding-to-incidents.html#Deans)
3. **Confirm that the** University of New Mexico Police Department has been contacted (505.277.2241).
4. **Provide** all impacted parties with the link to the “Web Meetings Responding to Incidents site” at [https://webmeetings.unm.edu/online-safety/responding-to-incident.html](https://webmeetings.unm.edu/online-safety/responding-to-incident.html)
5. **Mobilize** University resources by contacting the following parties, as needed:
   - Appropriate Dean (see listing at [https://provost.unm.edu/people/deans](https://provost.unm.edu/people/deans))
   - UNM Police Department (UNMPD): 505.277.2241
   - For media responses, contact University Communication and Marketing (UCAM) at [ucam@unm.edu](mailto:ucam@unm.edu), online at [https://ucam.unm.edu](https://ucam.unm.edu) or call the UNM Media Relations Officer at 505.221.9754
   - Counseling, Assistance and Referral Services (CARS): 505.272.6868
   - Student Health and Counseling Services (SHAC): 505.277.3136
   - UNM Dean of Students Office: 505.277.3361, [dos0@unm.edu](mailto:dos0@unm.edu) (for incidents impacting students).
   - Office of Compliance, Ethics and Equal Opportunity (CEEO): To File a Complaint: 505.277.5251, or anonymously online at [https://ethicspoint.unm.edu](https://ethicspoint.unm.edu)
   - UNM Information Security Operations: Emergency number 505.277.2497, or online at [https://ispo.unm.edu](https://ispo.unm.edu)
   - Agora Crisis Center – Crisis Intervention and Supportive Listening Phone and Chat Help Lines (Agora): 505.277.3013, or online at [http://www.agoracares.org/](http://www.agoracares.org/)

For complete, up to date information on how to respond to an incident please see [https://webmeetings.unm.edu/online-safety/responding-to-incidents.html](https://webmeetings.unm.edu/online-safety/responding-to-incidents.html).