

NETIQUETTE GUIDE

Follow this guidance on netiquette to ensure that you sound respectful and knowledgeable when engaging in learning and teaching online.

- NETIQUETTE = ACCEPTABLE ONLINE BEHAVIOUR**
- 1 Remember that you are engaging with your classmates and course team (i.e. real human beings) not with a computer.
 - 2 Be respectful and courteous at all times.
 - 3 Respect the privacy of others and do not share names or discussions unless it is permissible to do so in the context of your academic work, and never share outside the University.
 - 4 Be an active learner. Get involved. Share your knowledge and experience with others. Help where you can.
 - 5 You are in an academic environment. Please be mindful of your language and behaviour. No offensive or derogatory language or behaviour.
 - 6 Do not use copyrighted material unless you have permission from the copyright owner to do so.
 - 7 Be kind when things go wrong. This will be a new experience for many students and lecturers too.
 - 8 Remember to cite references when using examples.
 - 9 If you share files, consider why you are sharing them. Do they add value? Can you reduce the file size? Some people won't have a good internet connection so large files may be problematic for them.
 - 10 Remember that University rules and local laws apply online as well as on-campus.
 - 11 Humour and sarcasm can be misinterpreted. If we can't see your face / hear your voice, is it possible that your message could be taken the wrong way?
 - 12 Technology fails sometimes. Your internet connection may go down or your computer crashes. These things happen. Just let your lecturer / classmates know.

DISCUSSION BOARD NETIQUETTE

Discussion boards are accessed through the VLE (Canvas). It's a place for you to ask questions and share thoughts and reflections about your course. Your lecturer will let you know how it will be used on your course.

- 1** Be courteous and kind at all times. Remember there is another person reading what you write.
- 2** Be patient. Most of the activity on the discussion boards will not happen in real time. It may take a while to get a response from your lecturer or classmates, this means you have time to read and reflect on what others say before you reply.
- 3** Keep your post short and on topic. You're having a conversation not a monologue, so short posts replying to each other is more effective than writing an essay here.
- 4** Be clear and concise. Will your post make sense to the people reading it? Is it to the point?
- 5** Before you start a new thread make sure that one hasn't been started already. Use a descriptive subject title for your new thread. The same goes for asking questions.
- 6** Think carefully before you reply to posts. Have you interpreted it correctly?
- 7** Comment on what others have said. Constructively criticise the argument or comment and not the person who posted it. Explain why you agree / disagree using examples.
- 8** If you're referring to a previous discussion, quote the heading or part of the thread so that others don't have to go looking for it, but know easily what you are referring to.
- 9** Before asking a question make sure it hasn't been asked already.
- 10** Avoid using jargon, acronyms and think carefully before using text speak. Remember English may be a second language for some of your classmates.
- 11** Writing in ALL CAPS is interpreted as shouting / screaming. This isn't an effective way to communicate.
- 12** Add a profile picture on the VLE (Canvas). This will help you to build connections with your classmates.
- 13** Post early. This is a good way to build up a discussion.
- 14** Be an active participant. Respond to questions and comments where you can, share relevant ideas and information, post new questions or create threads where relevant.

LIVE ONLINE TEACHING SESSION NETIQUETTE

The below guidance applies to any live online teaching session, whether in Collaborate Ultra, our virtual classroom tool where you will engage with your lecturers and classmates in real time online; or in Microsoft Teams, our online communication tool which may be used for personal tutoring or other online sessions.

1

Be courteous, don't talk / type over each other. Your lecturer will indicate how you can communicate in your session.

2

Make sure that you do any necessary preparations for the session e.g. do the advance work as instructed by the course team, make sure you can find and access the live session in advance.

3

Use a headset with a microphone attached. This reduces feedback (hearing your own voice when you speak) and makes it easier for others to hear you.

4

It's good manners to ensure that your audio and video is working before the start of the session. That way you shouldn't need to say 'can you hear me?' each time you speak but can trust that it's all working and you can be heard.

5

Mute your mic when you're not speaking. This minimises distractions for others in the room.

6

Dress appropriately for the session e.g. as you would for class on-campus. Bear in mind that you may stand-up whilst on camera so make sure to have appropriate clothes on your lower half too!

7

When using the chat window stay on topic and be respectful. Only post when requested to, as spontaneous chat discussion may be distracting for other participants.

8

Don't use the drawing tools unless invited to do so.

9

Only send private chat messages to your classmates if invited to do so by your lecturer.

10

Be kind when things go wrong. This will be a new experience for many students and lecturers too.

11

Add a profile picture in the virtual classroom settings, this will contribute to the sense of community within the virtual classroom.

12

Be an active learner. Participate using your microphone, chat and other tools. Share your ideas, opinions and questions and respectfully engage with others in the room.



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