**Student Online Etiquette (Netiquette)**

**What is Online Etiquette?**

When you go out socialising, whether that be to the pub, the cinema or a restaurant, you think about **etiquette** whether you realise it or not. Etiquette means behaviour, customs, manners, politeness, the social norms which we all seem to just know! Socialising at work can be a different experience to socialising with family and friends. Each of them have social norms and rules to be followed. For example, it is acceptable to wear a bikini at the beach but not at the theatre!

The Internet is exactly the same. Depending on your audience, and how you’re communicating, there are different rules to be followed. This is called **online etiquette,** or **netiquette**. It is important that students are aware of our netiquette and follow the norms and expectations for remote and online learning.

1. **NO YELLING PLEASE / Be aware of strong language, all caps, and exclamation points.**

Most readers tend to perceive SOMEONE TYPING IN ALL CAPS AS INAPPROPRIATE AND IT CAN COME ACROSS AS SHOUTING. Read everything (out loud) before you send it. Try to avoid using exclamation marks!

1. **Be careful with humour and sarcasm**

Everybody likes their personality to shine, however what may seem like an obvious joke to you could come across as off-putting or rude to those who don’t know you personally. It is best to avoid sarcasm at all times in an online classroom.

1. **Don’t abuse the chat box**

Many online resources come with a chat room. It can be a helpful resource or a major distraction. Keep the chat/questions to the subject being discussed.

1. **Grammar and spelling**

It’s gr8 2 c u engaging with your studies - to avoid confusion please use proper punctuation, spelling and grammar. Written shortcuts belong with text messaging family and friends.

1. **Be kind, professional and respectful**

Just because you’re online, it doesn’t mean that you don’t have to treat people with the same respect, politeness and professionalism as you would if they were in the room with you.

It is essential that you keep in mind the feelings and opinions of others, even if they differ from your own. It is important to remember that your fellow students, and staff members are real people who may be affected by the words you say and write.

1. **Your words and posts are permanent**

A passing comment, or showing a post/picture in a face to face class can be forgotten in an instant, but what you share in an online classroom is part of a permanent digital record.

**Video Conference (VC) / WebEx Meeting Etiquette**

1. **Be punctual**

As with any classes, regardless of its delivery style, to ensure you get the most from the lesson, please arrive and dial in on time.

This will hopefully allow for any set up or technical issues to be resolved before the lesson begins and avoid any disruptions or delays.

If you have to leave the lesson early, inform the lecturer of this at the start. If not, there may be an assumption that you disconnected through lack of engagement.

1. **Being on camera**

Make sure your camera is switched on and you are ready to engage. You should frame your camera so it allows you to look at it directly, positioning it so that is shows at least from your shoulders up. Please be mindful of where you are, your surroundings, and of what you are wearing so you don’t cause any offence to others. Please ensure others, for example family members or friends, are not in view and are not in the space you are using.

1. **Pay attention**

Do not try to multi-task when in a video conference (VC) lesson. This can come across as you not engaging with the lesson and can look rude to other participants.

1. **Mute yourself when you are not speaking and choose a quiet location**

Even though you may not be speaking and think you are being quiet, most microphones can pick up minor background noises which can be distracting to other participants and could cause annoyance. So please remember when you are not speaking to mute your microphone. But don’t forget to unmute yourself when you do want to say something.

1. **Is the lesson being recorded**

If circumstances mean that you have missed a lesson, check to see if the lessons are being recorded, that way you can catch up when it is convenient for you to do so – but don’t leave it too late to catch up. Some recordings may only be available for a short period of time.

1. **If you are joining the session from outside the College/University (e.g. home)**

Choose a location that is quiet and distraction free from pets, for example, who may like to ensure they are being heard or seen.