

# NETIQUETTE TIPS FOR ONLINE COMMUNICATION

Student Relations Office

## Netiquette is the rules and norms for interacting with others on the internet in a considerate, respectful way.

How you communicate can impact your grades, how others view you and your future employment. Your classmates are your future coworkers. Your instructors are your future references. When you develop good netiquette skills your online communication style represents you in a positive manner, showing others you have the communication skills to work well with others.

Keep this tip sheet close by your computer. Use it as reference guide before sending emails, participating in discussion boards and attending live-stream classes.



### DISCUSSION BOARDS: Pause before you post

### GRAMMAR, SPELLING & PUNCTUATION:

Mistakes with grammar and punctuation won't just affect your grades. These mistakes could make it easier for others to misinterpret what you are saying. Take a moment to make sure your post is grammatically correct.

## Emotional & Relational Content

- Would I say this out loud to a person's face?** If the answer is no, don't make the post.
- Could my tone or choice of words be misunderstood?**
- Am I disagreeing or arguing in a way that may be considered rude or insensitive?** If the topic is heated, be extra careful of the words and tone used. Perhaps get a second opinion before you post to avoid misunderstandings.
- Did I use all caps?** This is often interpreted as anger or yelling. It is strongly advised to not use all caps in any communications, academic or social.
- Did I use emoticons, humour or sarcasm?** Emoticons and humour are not understood by everyone the same way. They are best not used in online academic learning.

## Additional Guidelines

- Stay on topic.** These discussion boards are for educational learning.
- Be brief, but still make a thoughtful comment.**
- Differences of opinion occur in academic learning.** Be respectful. Stay away from insults and personal remarks.
- Ask for clarifications and accept that misunderstandings are common in the online world.** Be professional and assertive, ask about intent, and give others the opportunity to explain.

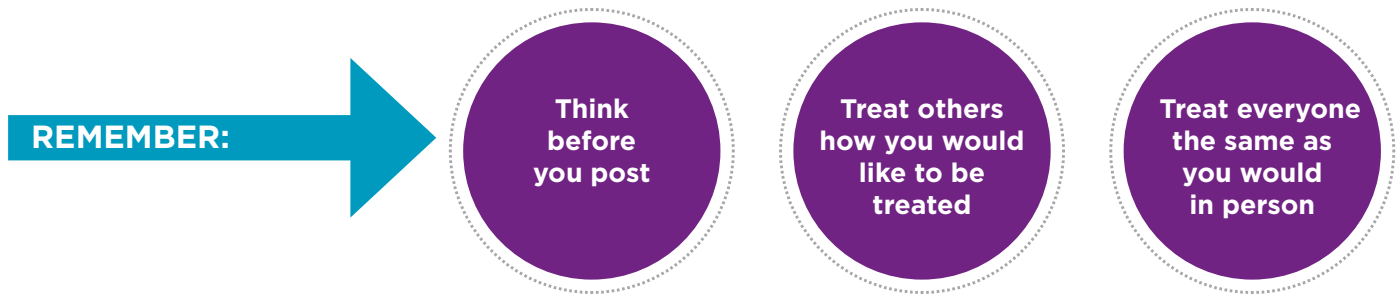
## Live Stream Classroom

Show up on video as you would to class or the work-place. Dress appropriately. Check that your background does not include any pictures or art that can be viewed as inappropriate, obscene, sexual in nature or offensive.

Mute your side of the conversation when not speaking. Paper shuffling, background music, other people in your house can all create distractions for others.

## Cyberbullying

Cyberbullying takes many forms. Personal insults, excluding others from academic discussions, posting pictures without someone's permission, gossiping and discussing others online, cyberstalking and trolling can all be considered cyberbullying. This is against Saskatchewan Polytechnic's Non-Academic Code of Conduct.



**If Cyberbullying is affecting you or others, please contact the Student Relations Office.**

## Email Etiquette

- Check that your subject line accurately reflects the message in your email.
- Use a proper greeting such as “Hi” or “Hello”.
- Avoid slang, texting shorthand and emoticons.** School is a reflection of the workplace, so formal and proper language is expected.
- Is your email a long stream of text?** If so, add paragraphs and whitespace so the receiver may catch all the important information.
- Sign your email with your full name and student number.** Assume the reader does not recognize your email address.
- If you are sending an email when you are upset or angry, take a 24-hour cooling off period.** You can also get a second reader to ensure your message is clear, factual and non-reactive. These actions will ensure the receiver hears the message you want them to hear and that you are proud of sending the email you have written.

## Other Forms of Non-Academic Misconduct

Familiarize yourself with the Non-Academic Student Code of Conduct to ensure your actions reflect yourself in a positive and professional manner and so you can avoid institutional sanctions. The link the Code of Conduct can be found here: <https://saskpolytech.ca/student-services/support/student-conduct.aspx>

Contact your local Student Relations Office for more information on this topic:

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