NETIQUETTE

EXPECTATIONS OF COMMUNICATION & STUDENT CONDUCT ONLINE

KPU's Student Conduct **policy** and **procedures** can apply to interactions that occur online and through electronic media. As members of the KPU community, students can expect to be part of a respectful, engaging, collaborative, creative, and innovative environment. It is important to ensure that your actions promote a community of care and respect for the dignity, rights, and well–being of others both in-person and online.

SHARE MINDFULLY

Always take a moment to consider before posting. Does the content represent your online presence in a positive light? ADHERE TO THE SAME STANDARDS OF BEHAVIOUR ONLINE THAT YOU FOLLOW IN REAL LIFE. Always write thoughtful posts and keep your language professional and clean. Potential employers, educational institutions, and professional associations may review your online posts as part of their application process. Treat every post like it will be publicly available permanently. Your activities online leave data that may be stored and can be retrieved.

EDIT FOR TONE

Electronic communication lacks the nuance of tone and body language. Interpretation is left to the reader without the physical context clues of in-person communication. It is important to edit not only for grammar and punctuation, but also for tone. Reread your message out loud or have someone review a draft. TAKE THE TIME TO ENSURE YOUR MESSAGE IS CLEAR AND THE TONE IS APPROPRIATE TO AVOID MISINTERPRETATION. Your ability to communicate clearly and properly online can not only impact your grades but how others view you.

PROFESSIONALISM VIA VIDEO

If you are participating in an activity with video, take a professional approach. Dress appropriately; wear an outfit that you would to an in-person class. check your video before the activity. What is visible in the background? Make sure anything inappropriate is moved out of the frame.

THE IN-PERSON TEST

When communicating in-person the feedback is almost immediate. We can see someone's physical reaction, hear their tone of voice, and get a verbal response back. This feedback speed makes us more cautious about how we communicate and allows us to adjust our communication style more quickly. A GOOD TEST FOR ONLINE COMMUNICATION IS TO ASK YOURSELF IF THIS IS SOMETHING YOU WOULD SAY IN-PERSON. If not, think twice about saying it online.

BE AN ONLINE UPSTANDER

If you witness cyberbullying there are actions you should take to prevent further harm. If someone you know is engaging in cyberbullying, talk to them about the impact of their actions. If someone you know is a target of cyberbullying, offer support and ask if they are interested in CAMPUS AND COMMUNITY RESOURCES.

THOUGHTFUL COMMUNICATION

If you are feeling emotional and plan to connect with someone online, you may want to consider sending a voice note or video chatting. These formats allow for more physical context clues, which may help prevent misunderstandings. If a voice note or video chat is not appropriate, consider drafting your message and taking a moment before sending it. GIVE YOURSELF TIME TO PROCESS YOUR EMOTIONS BEFORE COMMUNICATING THEM. People in your class, including your instructor and other classmates, have varied schedules and may live in different time zones. Give others time to respond. Respect your instructor's stated office hours and contact channels.

WHEN TO REPORT
» If you think there has been a violation of policy

» If you are uncertain of how to address a situation with students / staff

» If you observe a student(s) displaying concerning behaviours

» If you have questions about your rights and responsibilities

ADDITIONAL RESOURCE
Microaggressions and the Messages They Send

STUDENT RIGHTS AND RESPONSIBILITIES
» promoting a community of care and respect

KPU

An important consideration in being part of a respectful and caring community are the rules of engagement. To be an effective communicator in an online environment it is important to CONSIDER KEY ELEMENTS like respectful spaces, security and safety, and other communication tips with email and discussion boards.

As a KPU community member, you are expected to adhere to the values of our KPU community: respect, safety, civility, inclusiveness, and freedom from harassment and discrimination. That means balancing academic freedom with CREATING A COMMUNITY WHERE ALL STUDENTS ARE WELCOME and included. For example: we would debate how KPU could better support international students but we wouldn't debate whether international students should be at KPU. As part of your learning experience, you will be encouraged to take risks, but these risks must not be disrespectful or at the expense of others - critique ideas not individuals.

TIPS FOR COMMUNICATING IN AN ONLINE CLASSROOM

Communicating online for learning is different than communicating online for fun. When you communicate online, remember that you are relying on the written word, so you don't get to see a person's body language or hear the tone of their voice, which can lead to misunderstandings.

» BE ATTENTIVE TO YOUR AUDIENCE. For example, if your professor is grading a discussion post, they'll want you to use full sentences and cite your ideas because they are evaluating these skills. If you're chatting with classmates, they just need your ideas articulated clearly and concisely.
» BE MINDFUL OF CREATING SPACE FOR OTHERS TO PARTICIPATE.
» BE AWARE THAT OTHERS ARE DOING THE BEST THEY CAN – assume good intent.
» BE KNOWLEDGEABLE THAT THE ONLINE CLASSROOM SPACE IS DIFFERENT THAN A SOCIAL MEDIA SPACE. Honor confidentiality, be respectful, be more formal (don't use slang, sarcasm or emojis).
» BE CLEAR ABOUT THE PURPOSE AND INTENTION of your message.
» Be sure to AVOID USING ALL CAPS, since this can be seen AS SHOUTING.

TIPS WHEN EMAILING YOUR INSTRUCTOR

» Your instructor's job is to HELP YOU SUCCEED. Communicating early is especially important in an online environment.
» Have a CLEAR SUBJECT LINE, so your instructor knows why you're writing.
» State what class and section you're in.
» Ask your instructor how they would like to be addressed (Professor, Dr., Ms, etc.) and share how you would like to be addressed.
» ASK A SPECIFIC QUESTION. For example, if you write, "I don't understand the homework," it will be hard for your instructor to give you useful advice. If you write, "I was confused about the length of the discussion post for this week," your instructor can be much more helpful.
» Even if your question is urgent, take a moment to read it before you send it to make sure it's clear.
» Allow time for your instructor to respond and check your course presentation as they may have indicated their response time and email protocols there.

TIPS FOR POSTING ON A DISCUSSION BOARD

» Make posts that are ON TOPIC and within the scope of the course material.
» REFER TO THE INSTRUCTIONS to determine if you everyone is to respond on one thread or if there are groups or if each person posts a new thread.
» Review and edit your posts before sending.
» Always give proper credit when referencing or quoting another source (**citation guide**).
» Be sure to read all messages in a thread before replying.
» Don't repeat someone else's post without adding something of your own to it.
» Avoid short, generic replies such as, "I agree." You should include why you agree or add to the previous point.
» When you disagree with someone, make sure to criticize the idea rather than the person.

Acknowledgements to KPU's Teaching & Learning Commons as the source for the tips for communicating in an online classroom, emailing an instructor, and posting on discussion boards.

A note about grade bartering: Students have the right to contact their instructor to notify if something has occurred or to ask clarifying questions about their grades. It is not appropriate for students to pressure or demand instructors to provide alternative assignments or to change grades. Behaviour that is unprofessional, disrespectful and harassing in nature is unacceptable, and continuing to engage in such behaviours when you have been reasonably directed to stop, breaches KPU's Student Conduct (Non-Academic) policy. Be respectful and thoughtful and know that supports are available if you run into challenges. One example we encourage you to add to your network of support is **MySSP**; available 24/7.

CONTACT
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