

Netiquettes for Communicating Online

In online learning, things are different. The visual cues that we rely on in a face-to-face learning environment are often missing. Opinions can be misinterpreted, and the use of jargon and slang can create unintentional barriers that make it more challenging for others to contribute. Having an agreed set of guidelines or 'netiquette' allows everyone to focus on their learning experience rather than developing anxieties around participation.

A netiquette can help you to:

- Understand how to communicate with class members online.
- Be mindful of accessibility and inclusion for others.
- Allow for a diverse discussion, which can create a richer learning environment for all.

Sample guidelines that might be used in your class are:

Netiquette Guideline	Benefit to Student
1. Use full names, not nicknames or pseudonyms, in all interactions.	Everyone gets recognition for their own contributions. Increases sense of community and connection to IADT.
2. Put up profile pictures instead of blank screens where you cannot share live video.	Decreases sense of 'learning in isolation': fellow students are visible. Everyone is more likely to feel part of a community of learners.
3. Be patient as everyone adapts to the new environment.	Everyone is human and doing their best in difficult times. Be patient with them and they will be patient with you.
4. Be polite in all communications: try to avoid dry, jokey, or sarcastic comments.	Avoids 'sharp communications' which can be hurtful, discouraging and/or demotivating.
5. Avoid using 'ALL CAPS' in communications.	Harder to read. Can be read as 'emotional' and take away from understanding of the communication.
6. Run emails/posts/text-documents through a spelling and grammar check before sending/posting.	Minimises reader confusion. Reduces the need for additional posts/clarifications.
7. Make your communications short, clear and concise.	Long and wordy emails/posts are can be difficult to read and often need clarification.
8. Be polite when requesting information or contributions from others.	Makes it easier for others to maintain engagement with the topic and reduces the need for confrontation.
9. Keep contributions brief and meaningful in written and spoken environments.	Allows more time for others to contribute which will create richer class discussions.
10. Gather documents/posts that you will need to support your contributions during live discussions.	Others cannot refer to previous materials as easily as in a face-to-face context. If you need to reference previous documents, have them ready to share.