

## Netiquette Considerations

### ✦ WHAT IS THIS RESOURCE?

"Netiquette" or "internet etiquette," describes the recommended communication and behavior of online communication. Having a netiquette policy for your course can help minimize the chances of miscommunication and perceived disrespect.

### ✦ HOW DO I USE IT?

This resource focuses on virtual synchronous and asynchronous course activities. It is not a list of best practices, but a collection of considerations in the form of questions that are commonly used in various disciplines. Check with your department or school to determine if there are recommended, existing netiquette policies. For additional assistance, contact [CET instructional designers](#).

## Asynchronous Considerations

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- Do you have discussion norms for communications in your class? For suggestions, consult the CET A [Menu of Discussion Norms](#) resource.
- Do you require communications to be written in accordance with professional discipline standards? If so, have students been provided training in what constitutes professional communications in your discipline?
- Do you recommend respectful greetings and uses of proper titles for yourself and student-student communications? If so, have students been provided examples of what constitutes respectful greetings and proper titles in your discipline?
- Do you require students to sign their name to each post and reply?
- Do you require a specific format for email subject lines?
- Can students use chat acronyms, emoticons, etc. in their postings and replies?
- Do you have a course, department, or school policy on sharing information from the Learning Management System?
- Do you have a plan for managing and addressing conflict in an asynchronous environment?

## Synchronous Considerations

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- Do you have discussion norms for communications in your class? For suggestions, consult the CET A [Menu of Discussion Norms](#) resource.
- Do you expect a certain type of professional attire and behavior for students during synchronous sessions? If so, do you provide an explanation of the expectations?
- Are students allowed to log-in to the class using their phone?
- Who should students contact if they have technical issues during the class?
- Do you require students to mute their microphones when they are not speaking?
- Do you require students to enable their webcam, so they are visible in the course?
- Do you allow students to eat during the class?
- Can students use technology other than their computers during the sessions?
- Do you recommend a certain physical environment for the student to take part in the synchronous session? Consider noise levels, background objects and artwork, pets, family members.
- Do you specify how/if the chat box will be used during the session?

- Have you identified a process for students taking turns speaking?
- How can students indicate they have something to say?
- Do you have a plan for managing and addressing conflict in a synchronous environment?

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