



ONLINE LEARNING NETIQUETTE

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In an online learning environment communication is a bit different than in a face to face class setting. Students are provided with several opportunities for social interactions, but the difference is that most communication is through written text in an online learning environment. Because this means you are missing body language cues and immediate feedback from your “listener”, it is very important to understand some common rules for good online etiquette. This ensures that the message you intend to convey is received correctly.

General guidelines that you need to follow in your online class

- Treat your instructor and classmates with respect in email or any other communication.
- Address properly to your instructors.
- Use clear and concise language.
- Follow correct spelling and grammar
- Avoid using slangs
- Use standard fonts such as Ariel, Calibri or Times New Roman and use the size 12
- Avoid using caps lock feature
- Be careful in using humor in discussion boards
- Be cautious in sharing personal information (both your and others)
- Do not send confidential information

When you email your instructor or classmates you should follow the following email etiquette

- Make use of subjective line - provide clear and brief description
- Mention the purpose of the email and be brief
- Be polite
- Make sure the attachments are working
- Check for grammar and spelling mistakes
- Sign your message with your name and return email address
- Be sure you want all the recipients to get your reply email before clicking to “Reply all”
- Be sure that the message author intended for the information to be passed along before you click the “forward” button.

In an online discussion you need to follow the following discussion etiquette

- Make posts that are on topic and within the scope of the course material.
- Take your posts seriously and review and edit your posts before sending.
- Be as brief as possible while still making a thorough comment.
- Always give proper credit when referencing or quoting another source.
- 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.
- Always be respectful of others’ opinions even when they differ from your own.
- When you disagree with someone, you should express your differing opinion in a respectful,
 - non-critical way.
 - Do not make personal or insulting remarks.
 - Be open-minded.

Adapted from:

Netiquette guide for online courses, (n.d). accessed from
<http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf>

Achieve Virtual, Seven Rules for Online Etiquette (n.d) accessed from
<https://achievevirtual.org/7-rules-for-online-etiquette/>