NETIQUETTE POLICY

I. DEFINITION

Netiquette refers to the guidelines and recommended practices for online communication.

II. POLICY

A. Security

1. Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. Passwords should be changed quarterly. Change your password if you think someone else might know it.
2. Don’t share personal information about yourself in a public online forum, especially something that could put your safety or security at risk.
3. Be careful when dealing with emails from unknown sources.
4. Always log out when you are finished using the system.
5. Respect your own privacy and the privacy of others by not revealing information you deem private and that you feel might embarrass you or others.
6. Don’t give out another student's personal email address without permission.

B. Online Communication

1. Treat people as if you were in a face-to-face situation.
2. Honor the right of different opinions. Respect the right of each person to disagree with others.
3. Respond honestly but thoughtfully and respectfully, using language that others will not consider foul or abusive.
4. Sign your name to any contribution you choose to make.
5. Be constructive in your responses to others in the class.
6. Always remember to say “Please” and “Thank you” when soliciting help from your classmates.
7. Before posting your question to a discussion board, check if anyone has asked it already and received a reply. Take some time to read through each of the previous discussion post responses before writing your own response.
8. Don’t post irrelevant links, comments, thoughts, or pictures.
9. Be prepared to clarify statements that might be misunderstood or misinterpreted by others.
10. Credit the ideas of others through citing and linking to scholarly resources.
11. Treat your instructor(s) with respect, even in email or in any other online communication.
12. Always use your professors’ proper title. If you’re in doubt use Mr. or Ms.
13. Unless specifically invited, don’t refer to the instructor by his or her first name.
14. Use clear and concise language. Be respectful of readers’ time and attention.
15. Remember that all level communication should have correct spelling and grammar. Run a spelling and grammar check before posting or send anything.
16. Avoid the use of slang terms.
17. Use standard fonts that are optimized for online reading (e.g., Sans Serif, Ariel, Calibri or Times New Roman) along with a consistent and readable size (12 or 14 pt.)
18. Avoid using the caps lock. It will look like you’re screaming.
19. Limit and possibly avoid the use of emoticons. Not everyone knows how to interpret them.
20. Be cautious when using humor or sarcasm as a tone is sometimes lost in an email or discussion post and your message might be taken literally or offensively.
21. Don’t abuse the use of the chat box.
22. If you’re confused or stuck on an assignment, before you ask, take the time to try to figure it out on your own.
23. Submit the file in the right way. Online course instructors often establish the rules for file assignment submissions, like naming conventions that help them keep things organized or acceptable file formats.

C. Email Communication
   1. Use a descriptive subject line.
   2. Be brief.
   3. Avoid attachments unless you are sure your recipients can open them.
   4. Avoid HTML in favor of plain text.
   5. Sign your message with your name and return e-mail address.
   6. Think before you send the e-mail to more than one person. Does everyone really need to see your message?
   7. Be sure you REALLY want everyone to receive your response when you click, “reply all.”
   8. Be sure that the message author intended for the information to be passed along before you click the “forward” button.

Other related information see Information Technology Acceptable Use Policy and Cyber Bullying Policy.

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