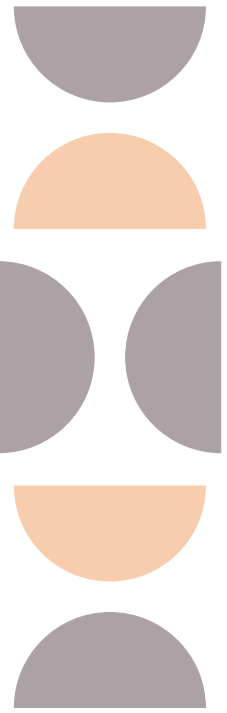




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# Netiquette Guidelines

It is important to recognize that on-line spaces are extensions of our classrooms and certain behaviors are expected when communicating with both your instructors and peers in these spaces. For the most part, online etiquette, or netiquette, is similar to etiquette in a face-to-face classroom; we all want to make sure our digital impressions are clear and positive.



[www.ustpaul.ca](http://www.ustpaul.ca)

# General Guidelines



## Be safe.

Don't share your password with anyone, it is the only thing protecting you from pranks or more serious harm. Change your password if you think someone else might know it. Always log out when you are finished using the system. Be careful with personal information (both yours and other's).

## Be prepared.

Come to synchronous sessions ready to learn and participate! Dress as if you were in class and keep distractions and interruptions to a minimum. Please refer to the [Getting Ready to Learn Online Resources](#) to make your online learning experience as rewarding and enjoyable as possible.

## Be respectful to your instructors and your peers.

Post only what you would say in a face-to-face conversation. Avoid offensive language, off-color jokes, insults, or threats. Be cautious with humor or sarcasm as tone can easily be lost in an email or discussion posts. Always use your professor's proper title, Dr. or Prof., and, unless invited, do not refer to them by first name.

## Be clear and concise.

Support accessibility in your posts and discussions by using standard fonts such as Arial or Calibri and using a size 10 or 12 pt. font. Avoid slang terms such as "wassup?", texting abbreviations such as "u" instead of "you", and emoticons. The caps lock feature CAN BE INTERPRETTED AS YELLING.

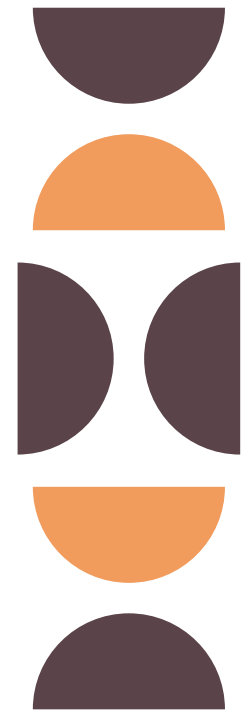


## Be kind.

Criticism should be constructive; don't correct insignificant problems in front of the entire class. Avoid posting online when you are angry or tired. Save a draft and review it later when you are calmer. Don't share emails or messages that were sent directly to you without the sender's permission. If you see a post you believe may have been posted accidentally, let the poster know about it privately.

## Be patient and understanding.

Ask for clarification if meaning or context is unclear. Be forgiving of other people's mistakes, and cheerfully acknowledge your own when you make them. Demonstrate that you are trying to understand a differing viewpoint by acknowledging and restating the other person's view in your own words.



# Email Guidelines

## Be aware.

Please respect that we all have many responsibilities and we may need time to respond to your inquiries. Your facilitators endeavour to respond to all emails within 2 business days. You can also bring questions to in-person or online office hours, further communication guidelines are included in the course syllabus.

## Be professional.

Use official communication channels, such as uOttawa email or appropriate Discussion boards, to approach your course facilitators and peers. Use a descriptive subject line, including your course code. Be brief in describing your concerns and pose clear questions. Sign your message with your name and return e-mail address.

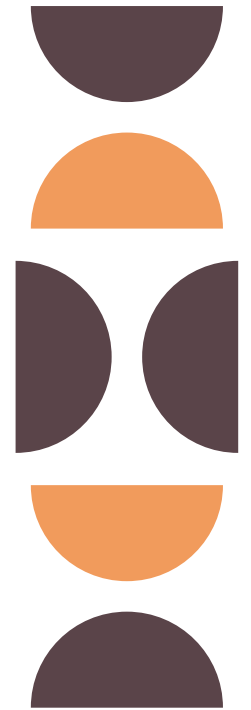


## Be certain.

Review before you send. Does it make sense? Are there typos that might confuse your meaning? Does it follow the general rules of netiquette? Think before you send the e-mail to multiple people; is it necessary or helpful for them to be involved? If you are sending an email while upset or angry, consider a 24-hour resting or cooling off period before sending.







# Discussion Guidelines

## Be constructive.

Make your point, stay on topic, and don't forget to complete the task as directed. Take your posts seriously and review and edit your posts before sending. Cite your sources, just as you would for a paper or a face-to-face discussion.

## Be active.

Participate and contribute to the discussions and 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.", include why you agree or add to the previous point.

## Be open-minded.

Always be respectful of others' opinions even when they differ from your own. Challenge ideas rather than the individual who offered them. Approach discussions with the goal of increasing everyone's knowledge.