

## School of Education Netiquette Guidelines

1. **Electronic communications can be challenging. Be respectful and mindful that words matter.**
  - Respect others and their opinions. Do not add your comments to a discussion before reading the comments of other students unless the assignment specifically asks you to. Doing so is tantamount to ignoring your fellow students and is rude.
  - Be conscious of who will be reading your post, email or response by tailoring the message to your audience.
  - Approach communications positively. If you must make a constructive criticism balance it with complimentary feedback as well.
  - Maintain an academic level of communication - avoid colloquial language, acronyms and emoticons to ensure all readers can accurately interpret your meaning.
  - Avoid humor and sarcasm. Without facial expressions or tone of voice cues, this language may be misinterpreted.
  - Using all capital letters comes across as angry, as if YOU ARE YELLING. Use capitalization appropriately.
  - Do not forward jokes, chain letter or unimportant email or communications to others without their permission.
  - Long emails may be left unread. Keep emails short and to the point.
  - Maintain academic integrity. Do not plagiarize.
  - Proofread before you send, post or publish. Tools such as spell-check are useful.
2. **Subject headings are critically important.**
  - Appropriate and relevant headings in the subject line help the reader understand and prioritize their responses.
  - When forwarding or replying to an email, blog post or other electronic communication, consider amending the subject heading if you want to emphasize a slightly different point; it will signal the different emphasis.
  - An email without a subject heading may well be ignored
3. **Emails, instants messages, blog posts, tweets and most other forms of electronic communication are public documents. They are documents that may be retrieved at any time for legal purposes.**
  - Only put in an email what you would not mind reading on the front page of the news.
  - Ask permission before you forward someone's email messages to third parties.
  - Avoid sharing personal data. Never put any social security, credit card, etc. information in an email.
4. **Be conscious of your and others' intentions at all times.**
  - Mean what you say and say what you mean. Your voice should remain authentic, clear and honest.
  - Contributions to a discussion should stick to the subject. Do not waste others' time by going off on irrelevant tangents.
  - Be forgiving. If someone states something that you find offensive, mention this directly to the instructor. Remember that the person contributing to the discussion might be new to this form of communication. What you find offensive may have been unintended and can best be cleared up by the instructor.