

## Student Guidelines for Online Behaviour or Netiquette

### Introduction

The impact of COVID-19 has shifted much learning, teaching and student support activity online. In the course of this it has become clear that some generally agreed guidelines for online behaviour or netiquette are needed.

### Purpose

This guide aims to clarify expectations and promote courteous and professional behaviour and communication online.

### Guide to Online Etiquette

This guide has been developed for students by students Kevin Weldon, Brianán Johnson, Jing Sheng Moey, Yasmine Loughran and Richie Grant as part of Student Experience Enhancement Scholarships.

As we know this college year will be different to what we were all expecting. However, that doesn't mean it can't be just as good or better. With attending classes online, we have constructed a guide to help you get the most out of your online learning. Here are a few simple guidelines you can follow to ensure your online classes will go as smoothly as possible:

1. **Mute your microphone:** (Unless you are told otherwise) This avoids any unnecessary background noise or interference and ensures everyone is able to hear the person speaking.
2. **Raise your hand:** If you want to talk or ask for help and the lecturer is already talking make sure to use the 'raise your hand' feature or indicate in the chat, do not interrupt them. When finished, don't forget to lower your hand.
3. **Take notes:** Even if the lecture is recorded it is always good practice to take notes and write things in your own words to make it more memorable and understandable when you review it come exam time. (You could further consolidate your learning by speaking it out loud or explaining it to someone else in your class).
4. **Use the video option when possible:** This shows the lecturer you are attending and paying attention. Where this is not possible, it is useful to have a photo uploaded to your profile.

#### Footnote

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5. **Position your camera properly**, dress accordingly and be aware of your surroundings and what others can see in the background: College at home can be more difficult if you are in a busy household, but ensure you are positioned in the best possible way to attend your lectures by finding a quiet, private place in your house and ensure you are dressed appropriately, think loungewear not pyjamas.
6. **Stay focused:** Don't multi-task or do things you wouldn't do in a physical lecture. This ensures you or other attendees will not be distracted during class time. Attend the class as though you are in a physical lecture, this means do not eat and do not do things that should be done in private such as checking emails or texts or bathroom breaks (it is likely for longer lectures your lecturer will schedule in a break).
7. **Be prepared:** Before attending the lecture ensure you have your copy and pen ready to take notes, but also have a think about any extra materials you may need for the class such as calculators, drawing materials, sketchbooks etc.
8. **Be on time:** Arrive promptly so the lecture can begin on time and you don't get stuck in the waiting room (if there is one)
9. **Be considerate to your lecturer:** If you can't attend a class, a quick email to your lecturer will be much appreciated. Some lecturers may be waiting for the call to reach a certain number of people for the lecture to go ahead, so letting them know if you aren't attending will ensure the class goes ahead on time. Remember, this is a new experience for your lecturers too, we are all going through similar struggles. Talk to your lecturer if something is bothering you, they are there to help.
10. **Use a headset if possible:** You might want to invest in a good headset with an external mic. This will block out background noise around you but also let others hear you more clearly.
11. **Close applications not in use:** Try to only have the applications you are using for your lecture open and close the others. This hopefully allows for a stronger connection and a better video.
12. **Leave meeting:** when your lecture is over, remember to leave the meeting, hang up or sign out.

We hope this will help you when navigating through the new challenges and opportunities online learning has given us. Good luck!

## Tips for working online in a group

With a lot of courses in college, there will be some form of groupwork or collaboration involving one or more of your modules. Communicating with new people may not be an experience you've dealt with before, so here are a few tips on how you can compose yourself to ensure you work efficiently and effectively in your group.

1. Always schedule a time for your next meeting before the meeting ends so everyone is informed and will attend.
2. Have a common area for each group member to share their ideas, documents and projects. For example, make a team in Microsoft teams and share in the files section of Teams so everyone is kept up to date on your progress.
3. Make sure you are muting your mic when another group member is talking.
4. Be considerate of everyone in your group and encourage everyone to talk.
5. Raise your hand or indicate you want to talk if someone in the group is still talking.
6. Remember you are here to learn. The student experience wouldn't be the same without the social and friendship aspect of your classes, but remember your priority is to learn. It can be great to find common interests and get on well with members of your group but always return to your task at hand and consolidate those friendships outside of class time.