

NETIQUETTE


EXPECTATIONS OF COMMUNICATION & STUDENT CONDUCT ONLINE

KPU’s Student Conduct **policy** and **procedures** applies to online and electronic media interactions. As members of the KPU community, students can expect to be part of a caring and respectful environment, promoting the well-being of others both in-person and online.




SHARE MINDFULLY

- » Consider whether your online content is presenting you in a positive light.
- » Treat the educational space as a professional space.
- » Write thoughtful posts and use respectful language as potential employers and educational institutions may see them.
- » Treat every post like it will be publicly available permanently.




THE IN-PERSON TEST

- » Remember that in-person communication provides immediate feedback, allowing us to adjust our communication style more quickly if someone is reacting negatively. Be cautious with text as you don’t have those cues.
- » Before posting online, ask yourself if it’s something you could/would say in-person, if not, think twice about saying it online.




EDIT FOR TONE

- » Consider that online communication lacks physical content cues.
- » Edit for grammar, punctuation, and tone.
- » Reread your message out loud, to ensure clarity and avoid misinterpretation.
- » Remember that your online communications skills can impact your grades and how others view you.




THOUGHTFUL COMMUNICATION

- » If you are feeling emotional and plan to connect with someone online via text or email, consider sending a voice note or video chatting. These formats allow for more physical context clues, which may help prevent misunderstandings
- » If a voice note or video chat is not appropriate, consider drafting your message and leaving time (suggest 24 hours) and then re-reading/editing it BEFORE sending it.
- » Give others time to respond.
- » Respect your instructor’s stated office hours and contact channels.



PROFESSIONALISM VIA VIDEO

- » Dress appropriately for video activities, as you would for an in-person presentation.
- » Ensure your background is appropriate.
- » Test your video/audio before the activity.



BE AN ONLINE UPSTANDER

- » If someone you know is engaging in cyberbullying, talk to them about its impact.
- » If someone you know is a target of cyberbullying, offer support and suggest **campus resources**.

WHEN TO REPORT

- » If you think there has been a violation of policy
- » If you are uncertain of how to address a situation with students / staff
- » If you observe a student(s) displaying concerning behaviours

- » If you have questions about your rights and responsibilities

ADDITIONAL RESOURCE:

Microaggressions and the Messages They Send

An important consideration in being part of a caring and respectful community are the rules of engagement to ensure ALL STUDENTS ARE WELCOME AND INCLUDED. As part of your learning experience, you will be encouraged to give feedback, but not at the expense of others - critique ideas not individuals.

As a KPU community member, you are expected to adhere to the **values** of our KPU community:

- » Brave
- » Mindful
- » Collaborative
- » Equitable
- » Grounded



TIPS FOR COMMUNICATING IN AN ONLINE CLASSROOM

- » Remember that written words, without physical content cues (being able to see body language or hear tone), can lead to misunderstandings.
- » Assume good intent by others; and, be clear about your message’s purpose and intention.
- » Be attentive to your audience and use full sentences and citations where appropriate.
- » Create space for others to participate.
- » Avoid using all caps, which can be seen AS SHOUTING.
- » Remember that the online classroom space is different than a social media/texting space. It is a professional space. Honor confidentiality, be respectful, be more formal (don’t use slang, sarcasm or emojis).



TIPS FOR EMAILING YOUR INSTRUCTOR

- » Check your course syllabus before emailing your instructor as they may have indicated their response time and email protocols there.
- » Communicate questions/concerns early.
- » Have a clear subject line and state your class and section.
- » Ask how your instructor prefers to be addressed and share how you’d like to be addressed.
- » Ask specific questions.
- » Read your email before sending it to ensure clarity.
- » Allow reasonable time for your instructor to respond.

A note about grade bartering: It is appropriate to contact your instructor with questions about grades, but not to demand changes. Disrespectful and harassing behavior is unacceptable and breaches KPU’s Student Conduct (Non-Academic) **policy** and related **procedures**. Supports are available if you have challenges, such as the **Telus Health Student Support**; available 24/7.



TIPS FOR POSTING ON A DISCUSSION BOARD

- » Stay on topic and within the scope of the course material.
- » Follow instructions on posting threads.
- » Review and edit posts before sending.
- » Credit sources properly (refer to **citation guide**).
- » 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 like, “I agree” without explanation.
- » Challenging the comments of others must not be personal attacks and must not breach the student conduct (non-academic) policy.

KPU’s Moodle platform and student email accounts are intended for educational purposes. Use of these technologies for unprofessional, inappropriate and/or spam messages (see ST7 Policy and Procedures; SR14 Policy and Procedures or any other applicable KPU policy) is strictly prohibited and may be subject to an investigation in accordance with KPU policy and procedures.

KPU’s (IM3) Information Technology Usage Policy and Procedures states: *KPU Technology Resources shall only be used for the purposes, and in a manner, which is consistent with the requirements of the University’s teaching, learning, administrative functions, research and scholarship. Such use shall be in accordance with the University’s respective policies.*

The misuse of Moodle or KPU student email accounts may be subject to an investigation under KPU’s (ST7) Student Conduct (Non-Academic) Policy and Procedures. To report suspected misuse or if you have any questions, please contact the Student Rights and Responsibilities Office.

CONTACT

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