In the era of online learning, academic success is not just about mastering the material, but also about navigating the digital classroom with professionalism and respect. Online etiquette, a.k.a. "Netiquette," plays a crucial role in creating a positive and productive virtual learning environment. From clear communication and timely responses to showing respect for peers and instructors in virtual spaces, the way students engage online can significantly impact their academic experience. This guide offers practical tips for students to foster respectful, effective, and courteous behavior in their online communication, ensuring a collaborative and respectful virtual atmosphere. To ensure your communication meets professional standards, remember the following tips:

- **Tip 1: Remember the human:** When communicating virtually, for example via email or Canvas, it can be easy to forget that you are corresponding with a real person on the other end. Unlike when you communicate face to face, virtual communication lacks the opportunity to use facial expressions, gestures, and a specific tone of voice. It's easy to misinterpret the meaning or tone of a correspondence. Before you push "send" on any communication, ask yourself if you would say the same thing face-to-face, or if you would be happy to receive that communication you are sending.

- **Tip 2: Be mindful of your tone:** Since online communication can be easily misinterpreted, make sure your tone is clear and appropriate. Avoid using all caps in your communication as it comes across as yelling. Additionally, excessive punctuation can add a tone to your communication you may not have intended. For example, "!!!" at the end of your sentence can be interpreted as yelling, and "..." is often overused and is not used in the appropriate manner to indicate a continuation.

- **Tip 3: Be mindful of others' time:** It's important to remember that whether you're reaching out to potential preceptors for clinical placement, or you're reaching out to UC staff and faculty, you may not receive an immediate response.

- For potential preceptors, it's critical that you allow a professional amount of time for the provider to respond to you before following up. Because these providers' schedules tend to be very busy, you should ***wait about a week before sending a follow-up email or phone call.*** Remember you do not want to pester providers, and a more professional approach is more likely to result in a positive outcome.
- For UC staff and faculty, policy advises allowing ***3 business days*** for your inquiry to receive a response. Most UC staff and faculty do not monitor their emails outside of standard business days, Monday through Friday, so make sure to be proactive with any inquiries regarding assignments with upcoming due dates.

Although we strive to respond to all student inquiries as quickly as possible, during high volume times it may be necessary to allow the full 3 business days for staff and faculty to respond. Your patience is always appreciated!

- **Tip 4: Make yourself look good online:** One positive thing about virtual communication is the lack of unfair judgement that can be associated with the sound of your voice, physical appearance, and clothing. Take this opportunity to practice kindness in your communication, double check for spelling or grammar mistakes, and make sure to knowledgeably state your inquiry and be very clear.

- **Tip 5: Respect the Privacy of your Peers and Instructors:** Be mindful of the information you are sharing online. You should not share your peer's personal information including screenshots, videos, or audio files without their permission. Remember your UC staff and faculty are required by law to adhere to FERPA guidelines, so please be mindful when communicating as staff and faculty are prohibited from discussing other students' information with you or any other entity.

- Watch a video on email etiquette.
- Watch a video on netiquette.

Student Code of Conduct reminder

- Section B Academic misconduct, Item e: *"Some professions are governed by standards and codes specific to their field. Those professional standards and codes generally advance the quality of the profession by developing codes of ethics, conduct, and professional responsibility and standards by which their members are guided. An academic college may require its students to abide by these professional standards and codes as outlined in the* academic college's handbook.*"*

Resources & References:

Colorado State University https://coursedesign.colostate.edu/obj/corerulesnet.html

University of Connecticut https://onlinestudent.uconn.edu/netiquette/

Instructional Technology and Distance Education Services
https://www.tamiu.edu/distance/students/netiquette.shtml

Netiquette by Virginia Shea http://www.albion.com/netiquette/corerules.html