Online Netiquette

Good manners and a **positive tone online** - known as "netiquette" - We are all responsible and part of building and being in a supportive learning community. You may sometimes have strong opinions and wish to express these at haste! It can be difficult to demonstrate these feelings in writing. But remember the people reading your writing do not have your smiling face or a wink as those non verbal cues we all use. So, how can netiquette help you to put across your feelings in words, while giving the community some rules of the road for online communication?

- Use a greeting and a sign off, you would not after all enter or leave a room and not say something, e.g. "Hello everyone", "Morning all", "Cheers", "Till next", "All the best with..."
- Acknowledge what participants have contributed, don't just respond, e.g "John, you made a good point when you mention X, but coming from my position I would..."
- Be careful with humour and sarcasm. Both can easily be misunderstood!
- Be careful when you try to use sarcasm, this can be very easily be misunderstood!
- Refer back to and link ideas in participants' messages e.g. "I think Fred mentioned that in the discussion on gender..."
- Try to avoid sweeping statements, generalisations or stereotypes.
- Make any requests or suggestions politely e.g. "Dianne, you said you had a document on rules of the game, would you be willing to share this?"
- Avoid using ALL UPPER CASE (the equivalent of shouting online) and copious exclamation or question marks e.g. ????????????, !!!!!!!!!!!!!!!!!!
- You will disagree with people sometimes, but we live in democracy so ensure responses are reasoned and polite

Remember:

Behind Every Name There is a Person:

Smile you are online ☺

When we talk online sometimes things can become miss-communicated as there are many nuances that you might convey by means of tone of voice when speaking to someone in person, and it can be confusing when that tone disappears in writing. A good way to help this is through the use of emoticons (or smileys). There are many emoticons you can use for all sorts of things (Google and you will find 100s), but some of the more common are below….

These will get you started….

Smile	>:] :-) :) :o)
Laugh	>:D :-D :D 8D
Wink	;-) ;) *-) ;D
Surprise	>:O :-O :O