"Netiquette" (Proper Online Etiquette)[1]

The rules for online and classroom learning are virtually the same: You study, take notes, attend classes and participate. Online learning happens in virtual classrooms, which means you should act appropriately just as if you were physically in class. Here are 5 basic rules of netiquette that will help you be successfully:

1. **Be respectful.** While it is easier to say hurtful or disrespectful things without standing face-to-face with someone, it is important to remember that your classmates and faculty are real people who are affected by the words you say and write. It is essential to keep in mind the feelings and opinions of others, even if they differ from your own. When you're working online, you're safe behind a screen, but that's no excuse to be rude or say things you would never say in public. *If you wouldn't say it to someone's face, don't say it online either.*
2. **Be forgiving.** If you're offended by something another student says online, keep in mind that you may have misunderstood their intentions. Give them the benefit of the doubt and have a conversation with that person before jumping to conclusions.
3. **Respect others' privacy.** Don't give out another student's personal email address without permission; and **remember, if it's on the internet, it's everywhere.** Don't share personal information about yourself in a public online forum, especially something that could put your safety or security at risk.
4. **Yes, grammar and spelling matter.** In texts or on social media, shorthand, abbreviations or emojis are acceptable. But for online learning, please keep your written communication professional. For example, emails should contain a header (Professor X,), body, and closing (Thank you, Student Name).
5. **Cite your sources.** Whenever you are sharing an idea that originated from someone else (even if it is not word for word), it is good practice to cite that source. This applies to discussion forums too. If you read a great thought in your text, share it, but be sure you let your audience know where you saw it first.

Zoom Etiquette and On-Camera Tips[2]

1. **Be aware of your audio and video settings.**
   a. Light your face more brightly than the background to make it easier to see you.
   b. **Microphones pick up all ambient noise, so keep your mic muted until it's your time to speak.**
2. **Look into the camera when talking instead of looking at yourself.**
   a. Direct eye contact into the camera while speaking gives attendees the impression that you are looking at them, which helps everyone feel engaged and present in the conversation.
   b. If you can't use video, upload a nice profile image of your face to your Zoom Account.
3. **People can see you! Be aware of the image you display.**
   a. This includes the clothing you wear and the activities you engage in during the Zoom meeting, like eating or having a side conversation (even if your microphone is muted).
   b. Is there anything behind you that you don't want *everyone else* to see (like your family watching TV)?
4. **Eliminate distractions and focus on the agenda.**
   a. Notifications from messaging applications, ringtones, and applications running on your desktop can be distracting, which can make your attendees feel disrespected and undervalued.
5. **Most important:** Be yourself and work to learn. Together, we can make online learning a rewarding experience.

Please also take a look at this handout for more Zoom meeting tips

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1. Adapted from the University of Texas at El Paso (https://www.utep.edu); and Achieve Virtual Education (https://achievevirtual.org)
2. Adapted from: Humbolt state University (http://humbolt.edu); and ZoomBlog https://blog.zoom.us)

Videoconferencing tips & professionalism

Netiquette is a term coined from combining two words, internet and etiquette

Before you type/say something, ask yourself is this something I would want my family, teacher, future employer to read/hear?

❑ Start your comment or question by stating your name. This helps others identify who is speaking.

❑ Direct your questions to a specific individual or group.

❑ When possible, avoid interrupting others as they are speaking.

  ❑ Use nonverbal Raise Hand feature.

  ❑ Consider posting questions via chat.

❑ Speak in a normal voice, you shouldn't have to shout.

❑ Talk directly into microphone. Do not turn head side to side while talking or your voice will fade in and out.

❑ When you start talking, JUST KEEP TALKING! Try not to ask "can you hear me?" or anything like that. You will be notified if something isn't working.

❑ Expect a few extra seconds of delay in getting an answer because of the technology and distance involved (at minimum, un-muting the microphone).

Videoconferencing tips & professionalism

Rules of netiquette are guidelines used to have a positive experience on the internet to ensure you interact with others politely and safely.

Being polite and professional allows others to maintain a positive image of you.

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❑ Keep microphone muted when you are not speaking. This will prevent inadvertent noises, such as coughs, rattling papers, or chair squeaks, from interrupting others.

❑ Plug in to wall power - battery use can adversely affect video quality.

❑ As with any meeting, limit side conversations and multitasking.

❑ No matter how many people are in a meeting, there's probably someone watching your video. It could be your professor. It could be your classmate's dog. Doing something embarrassing or distracting, like flossing, eating, or using your camera to see if you have food in your teeth will probably be seen, no matter how quickly you do it.

❑ If you can't use video, upload a professional profile image of your face to your Zoom Account.

❑ Close any windows or programs open on your device that are unrelated to your meeting.
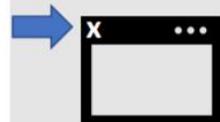
Teaching Students to use Zoom[3]

- **Accessing Zoom**: Remind your students to visit the Springfield Zoom website, https://springfield.zoom.us, and log in from there to download the Zoom app on their devices. Have them do this before the first class meeting.
- **Zoom Tour:** Give your students a tour of Zoom during your first class session and teach them how to mute and unmute themselves. See: Attendee Controls in a Meeting
- **WebCams:** Determine if you will require students to have their computer or mobile device webcams on during the whole class session, or if they can turn their video off. Set this as a class rule during your first Zoom meeting.
- **Choosing a Space:** Remind your students to be aware of what is happening behind them when their webcams are on, particularly when it comes to other people who might be in the background. For additional guidance have them read: What spaces can I use Zoom in? and How can I set a virtual background in my Zoom video?
- **Raising a Hand:** Let students know how you want them to get your attention in a Zoom meeting. In small classes, some professors ask students to raise their hands on their web cameras. Others ask students to unmute themselves and simply chime in. In larger classes, you may want to consider enabling Zoom's built-in nonverbal feedback icons. See: How do I review Zoom's additional settings? and Non-Verbal Feedback During Meetings
- **Eye Contact:** Demonstrate to your students that to maintain eye contact in Zoom they should look at their webcams when possible, not their screens. The attached student handout on Netiquette is a helpful resource for setting expectations with your students.
- **Setting Ground Rules:** Set some ground rules on how you want your students to use Zoom's chat feature, and consider disabling the private chat setting, unless you want your students to be able to send one-to-one messages to other students without you seeing them. See: How do I review Zoom's additional settings? and Zoom (Webinar) Chat
- **Note Taking** Show your students how to have the Zoom window and a notepad app open simultaneously. See: How can I take notes when using Zoom?

Tips from the FBI and Zoom for preventing Zoombombing:

- Keep meetings and classrooms private. Consider the use of the "Waiting Room" feature to control who enters.
- Do not share invites to Zoom meetings on social media. Send the meeting password directly to attendees.
- Use a random meeting ID. According to Zoom's website, this is safer than using a "Personal Meeting ID."
- Change screensharing settings to "Only Host," and use the settings to mute participants as needed.
- Lock a Zoom session that has already begun by clicking "Participants" on the bottom bar, then "Lock Meeting."
- Permanently remove participants by hovering over their name in the Participants menu, and clicking "Remove."
- And this, from zoom itself: https://blog.zoom.us/wordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/

3. Adapted from http://tuftsedtech.screenstepslive.com/s/19028/m/94934/l/1213457-how-can-i-teach-my-students-to-use-zoom