"Netiquette" – Strategies for Professionalism in Online Learning

Academic Success Centre – www.rrc.ca/asc

Prepared by Rebecca Hiebert
Presented by Kaleigh Quinn

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Workshop Agenda

1. Professionalism in online meetings and classes: 8 tips

2. Professionalism in online written communication: 5 tips

3. Additional supports and resources

Professionalism in Online Meetings and Classes: 8 Tips

Online Meeting Expected Behaviours

- Studying online requires attending online classes and meetings.

- Just as there were expectations when attending classes in person, there are *also* expectations when attending classes online.

- Having the skills to attend, participate in, and manage online events will be a great addition to your resume.

  - *Make sure you know the expected behaviours!*

1) Test Your Technology

DOWNLOADING...

- Make sure you have the current version of the online meeting software on your computer.
  - Log in early, in case your computer decides to do an update.
- Practice with the software to make sure you know the basic functions.
- Host a meeting with a friend in order to test out the options.
  - Look for a tutorial on Youtube or LinkedIn Learning.
- Have a back-up plan if technology gives you trouble.
- Access supports from the ASC – workshops, tech tutoring, recordings.

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2) Arranging a Meeting

- When planning a meeting, make sure to send an email first.

- Everyone has busy schedules and it may take some time to find a convenient time.

  - Ask when would be a good time and how much time the attendee can devote to the meeting.

  - A green dot on Teams doesn't mean the person is available.

- Include an agenda so your goals for the meeting are clear.

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3) Consider Your Appearance

- Get dressed and comb your hair.

  - You may have to get up while on camera, make sure you are fully dressed.

- Wear the same clothes to an online class as you would to an in-person class.

  - This will also help you recreate your school routine and get into the school mindset each day.

- Sit upright at a table so you look attentive and focused.

4) Consider Your Background

- Make sure that you are comfortable turning on your camera.

- Pick a neutral background such as a blank wall or bookcase.

  - Avoid backlighting or unprofessional items.

- Use adequate lighting so your video is clear.

5) Plan to Turn Your Camera On

- If other people's cameras are on, yours should be too.

- Online meetings can be difficult because you can't use body language to communicate.

- Keeping your camera **on** will allow for eye contact and increased feelings of trust between meeting attendants.

- Large meetings (over 30) may require you to keep your camera off due to bandwidth limitations. When in doubt, ask the host.

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Your turn!

When is it important to turn on your camera and why?

Type into the chat or turn on your mic.

*Remember when your Mic and Camera are on

- Maintain a professional attitude during the entire meeting.
  - Computer windows often stack on the desktop, so you can still be seen even if you can't see others.
  - While you share your screen, others can still see you.
  - Make sure the meeting has ended before making comments about the meeting.

- If you have to step away from the meeting, inform everyone politely. Consider your camera's range.

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6) Stay Focused

- It will be obvious if you have navigated to another window and are typing instead of listening.
  - Typing on the keyboard can create loud sounds for people attending the meeting.
  - Check your cell phone, social media or email on your breaks.
- Eat after your meeting. Chewing sounds will be very loud over a microphone.

7) Control your Environment

- Attend your meeting behind a closed door, if possible.

- Warn other household members that you will be starting a meeting, so that they can be quiet or move to another room.

- Put a sign on the door; tell others when you will be available again.

- If your meeting gets interupted, handle it professionally because you are on camera.

MEETING IN PROGRESS

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8) Understand the Expectations

- At the beginning of the meeting/course, review the course outline and ask your instructor to explain online attendance expectations so everyone knows how to behave.

- Participation Expectations:
  - Raise your hand in person, or hit the raise hand feature to ask a question/make a comment. Prevent interruptions.
  - Keep your microphone off if you aren't speaking.
  - Ask all questions through the chat function or ask questions using your mic.

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Online Meeting Netiquette - Summary

- Plan for your online classes by preparing your computer, headphones, camera and background.

- Ensure that your behaviour during online meetings is focused and professional.

- Practice adhering to these expectations while you are at school and you will be even more confident when you enter the workforce.

Professionalism in Online Written Communication: 5 Tips

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1) Use Best Practices for Writing Emails

- Check your RRC email address everyday.

- Write in full sentences, and use correct grammar, and punctuation.

- Use respectful language towards classmates and instructors.
  - Writing in all caps implies that you are yelling.

- Read your writing 3x before sending to check for mistakes and typos.

- Before sending an email, consider which channel is appropriate for different communications.
  - Email, text message, MS Teams message, online meeting,...

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2) Understand Email Expectations

- Respond to all emails within 24 hours.

- One topic per email. Use a subject line that reflects that topic.

- Avoid jokes, offensive comments, and sarcasm.

- Excessive punctuation and emoticons are unprofessional.

- Avoid informal short forms: LOL (Laughing Out Loud).

- Reread and edit all messages.

- Use your RRC email address for all college work.

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3) Use Softeners in Emails

We use softeners to make demands less aggressive.

- Would you mind helping me with this?

  - *Help me with this.*

- Could you please send me the information by Monday at the latest?

  - *I expect to have the information by Monday.*

- Would it be possible for you to attend the meeting next week?

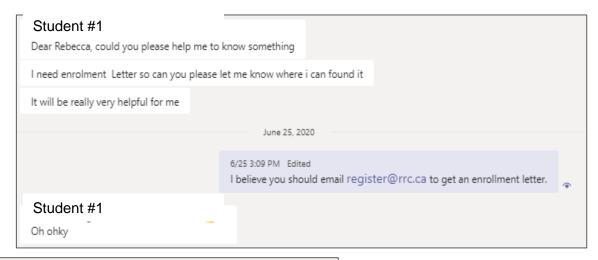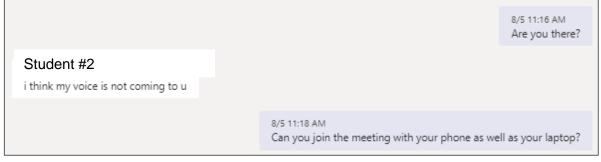 - *You must attend the meeting on Monday.*

4) Use Netiquette Strategies when Chatting

- Use a more formal tone than when texting with friends.
- Use correct grammar, punctuation, and sentence structure.
- Avoid slang or abbreviations. For example: use 'you' not 'u'.
- Limit your use of emoticons.
- Don't share unprofessional images, memes, or GIFs.
- Don't expect an instant response.

What's wrong with these messages?

Student #1
Dear Rebecca, could you please help me to know something

I need enrolment Letter so can you please let me know where i can found it

It will be really very helpful for me

June 25, 2020

6/25 3:09 PM   Edited
I believe you should email register@rrc.ca to get an enrollment letter.

Student #1
Oh ohky

8/5 11:16 AM
Are you there?

Student #2
i think my voice is not coming to u

8/5 11:18 AM
Can you join the meeting with your phone as well as your laptop?

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5) Use Netiquette Strategies for Social Media

- Your presence online is permanent. A post from today can be accessed by someone years from now.

- Personal accounts can be seen by classmates, instructors, and employers. Don't post something hurtful or disrespectful that you may regret.

- Use professional social media accounts to extend your online presence (LinkedIn).

Netiquette Strategies - Summary

- Use an appropriate tone and template when writing emails for school or work.

- Use softeners to communicate direct or negative messages in order to soften your language.

- Chat and post on social media in a professional way that will enhance your online image.

Your turn!

What will you do differently in future online classes because of this presentation?

Type into the chat or turn on your mic.

Go beyond the workshop:

- Request a [Tech Peer Tutor](#) if you're struggling with technology skills required for implementing these netiquette strategies
- Request [writing tutoring](#) or [EAL tutoring](#) if you're struggling with the writing skills involved in implementing the email netiquette strategies
- View LinkedIn Learning resources including:
  - [Etiquette for Video Meetings](#)
  - [Communicating in Virtual Meetings](#)
- View LibGuide "Working From Home: RRC Student Guide"
  - [Group work from home](#)

How did we do?

Thank you for attending!

Please check your email at the end of the week and complete the quick evaluation on *Warm Up Week*.

WARM UP WEEK / JAN 4-8

Set yourself up for success and join us for a week of workshops, wellness activities, tutorials and more!

Join us for additional events during Warm Up week. Some highlights include:

- Professional Power Emails - Friday, January 8th, 9-10am
- Library Lunch & Learn: Research Skills - Friday January 8th, 12:15 - 12:45pm
- How the ASC Can Help - Friday, January 8th, 1-2pm

Learn more here: https://library.rrc.ca/warm_up

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