



Institute for
Education

Netiquette for Course Participants

[Version 1.2]

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1.0 What is Netiquette?

Netiquette is a blended word. It is a blend between net (short for Internet) and etiquette. The word netiquette therefore is a code of conduct that should be followed while interacting online.

2.0 Why is Netiquette important?

Interaction between people, whether in person or online, needs to follow certain rules of respect towards each other. **The purpose of netiquette is therefore to create a pleasant, secure, and effective online environment which will help those interacting feel safe and at ease.** A safe online environment is essential for learning.

3.0 Guidelines that need to be followed

Most of what is required when interacting with other individuals in person also applies to the online environment. However, since the medium and mode of interaction is different, the online environment requires rules and guidelines that are particular to it.

The following are simple rules and guidelines to follow during an online lecture/session:

- Give an online lecture (whether synchronous or asynchronous) the same importance that you would give to an in-person lecture;
- Do not join the synchronous session late. It is recommended that you join in a little earlier than the actual start of the lecture;
- Look presentable for a synchronous lecture, it shows you are giving it the same importance you would give an in-person lecture;
- If you cannot attend an online synchronous lecture, inform the course coordinator and lecturer in good time and well in advance to the commencement of the lecture;
- Make sure you have the best internet connection possible, poor connectivity makes it frustrating for both yourself and the rest of the class;
- Unless it is an emergency, make sure that you either switch off your mobile or put it on silent mode, it is imperative that you concentrate and participate in the lecture;
- Cameras should always be switched on; it is very impolite to attend an online synchronous lecture with your camera switched off;
- If you need to be momentarily excused from your workstation, make sure to switch your camera and microphone off;
- Always ask to be excused (unless the lecturer instructs you otherwise) before leaving your workstation;
- Keep your microphone switched off unless you need to speak;
- Use the raise hand feature if you wish to speak;
- Only speak after being given permission by the lecturer;
- Be present and participate, being idle is not an option;

- Do not use the chat function unnecessarily, it is equivalent to spamming and it distracts others from what the lecturer is saying;
- Be brief and concise when asking questions or making an intervention, do not dominate the discussions, remember you are not the only one in the lecture;
- You can contribute to the lecture by answering to another course participant's question, however, make sure you really know the answer, if unsure let the lecturer answer it;
- It is very disrespectful to eat during an online lecture, if you had a difficult day and did not have time to eat, ask politely for permission to switch off the camera to eat something, then turn back on your camera as soon as you are ready. This should be an exception;
- Do not record or film or photograph etc any parts of the lecture without the prior consent of the lecturer and the other course participants. Further information can be found in the [Electronic Devices Policy](#);
- Use respectful language;
- Always ensure that you use a professional and courteous tone with both the lecturer and fellow course participants– both during a synchronous lecture and a when using fora or chats;
- Remember that common courtesy applies to online interaction in the same way as it does in person;
- Submit the learning tasks on time;
- Unless there is a very good reason (and a request is made in writing in good time and approved), there is no excuse for late submissions, late unauthorised submissions are penalised;
- Do not submit at the last minute, leaving it to the last-minute means you are risking issues with connectivity or might encounter technical issues, if this happens and you fail to submit on time, you would still be penalised for late submission.

The following are important guidelines to follow when writing and sending **emails**:

- Use a clear, professional subject line and double check you have the correct recipient, while ensuring you have copied in (cc) all relevant recipients;
- Reply to your emails in a timely manner;
- Use the appropriate level of formality, for example begin your email by addressing the person formally, not with 'Hi' especially, but not exclusively if you are addressing it to the lecturer, course coordinator, or an official at the Institute for Education;
- Keep emails brief and to the point and use a professional and courteous tone when writing your email. Avoid the unnecessarily use of caps or exclamation marks. Also make sure to check your grammar and spelling, too many errors make it difficult for someone to read and might also create misunderstandings.

4.0 Related Documents

- [Electronic Devices Policy](#)

5.0 Version history

Originator	Version	Date	Changes Done
James Sultana	1.0	16/09/2022	Original document
QA Dept.	1.1	26/04/2024	Updated links
QA Dept.	1.2	25/01/2024	Updated in line with re-branding guidelines