










Online Course Protocols

Online courses rely on tools such as email, discussions, blogs or wikis to share course content, discuss ideas, present student work, and provide instructor feedback. To communicate successfully, you need to apply Netiquette. If you remain respectful and enthusiastic, you will get the most out of your online course. Treat your online classmates the way you want to be treated!

Question	Answer	
<i>What is online Netiquette?</i>	<p>Netiquette is a dynamic set of unwritten social rules that govern “acceptable” behavior. Online learning is a form of social interaction and applies netiquette to all course communication.</p> <p>Define Netiquette with Albion –</p> <p>http://www.albion.com/netiquette/corerules.html</p>	
<i>What are the basic rules of Netiquette?</i>	<p>Treat online communication as you would in-class discussions. You are taking a college class! Something that would be inappropriate in a traditional classroom is also inappropriate in an online classroom.</p> <ol style="list-style-type: none"> 1. Keep communication college-level! Avoid slang or ALL CAPS. Shouting is considered offensive. 2. Be aware of tone. Humor and sarcasm can be misinterpreted as offensive. If you feel strongly about a point, avoid offensive language or exclamation points. Review your draft before you send it. 3. Avoid the use of social media writing, texting, emoticons, or acronyms. 4. Keep communication course specific and brief. Do not forward personal emails unrelated to course content such as chain letters or a joke list. 5. Check grammar, punctuation and spelling before you send. Your message leaves a lasting impression. <p>For assistance with writing, try Academic Writing: OWL at Purdue – https://owl.english.purdue.edu/owl/section/1/2</p>	
<i>How should I treat my classmates?</i>	<p>You should treat your classmates with respect. Offer positive, constructive criticism. Since online communication can be misunderstood, you should ask class peers to clarify items.</p>	






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	Respect their privacy: do not share their course assignments or materials outside of the class.	
<i>How do I email my instructor?</i>	HawkMail365 is the official student email. Check your student Hawkmail365 account and link to tutorials with http://www.hccfl.edu/hawknet.aspx	
<i>When should I check my email?</i>	At a minimum, check your email twice a week and log into your online course daily. Many instructors have a 24 to 48 hour email response policy detailed on the syllabus. Reply promptly – within 24 hours – to important course emails from your instructor or class peers.	
<i>What tone should I use?</i>	Remember, tone is hard to decipher in emails so be courteous. Expressing yourself freely is important, but being considerate of others in online communications is just as important.	
<i>How should I format my email?</i>	Since readers scan for information, keep emails short and precise. Subject Line: Descriptive Phrase; Purpose of email. Instructor or Peer Greeting: Introduction: Subject of email or purpose. Body: The Who –What–When–Where and How (in 80 words). Close: Request for action; Contact or Course information. Signature Line: Your full name.	
<i>What should I avoid?</i>	Always keep email messages brief, and give the person enough time to respond. Avoid using CC/BCC to copy everyone with a request. Never assume that your email can be read by no one except yourself; others may be able to read or access your mail. Explore the HCC Email Usage Policy at http://www.hccfl.edu/oit/email-usage-policy.aspx	
<i>What communication tools are used in courses?</i>	In online courses, your instructor may use blogs, wikis, or discussions for specific items. To explore these communication tools, try the Canvas Student Guide at https://community.canvaslms.com/docs/DOC-4121	
<i>What are online discussion forums?</i>	Discussions forums recreate the in–person classroom experience. When you answer discussion questions, your answers should be thoughtful and help to enhance the understanding of the topic. Everyone should feel free to participate in class and online discussions. Regular and meaningful discussion postings can make–up a substantial portion of your grade. Everything you write, and every click of your mouse may be recorded in an online course.	



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<i>How should I organize my discussion?</i>	<p>Follow all directions, and check due dates for posts and peer replies. Use the correct discussion forum. “Compose” will create a new thread.</p> <p>Subject Line: Descriptive Phrase, Title of Discussion</p> <p>Class Greeting:</p> <p>Introduction: Subject of discussion, purpose, or thesis.</p> <p>Body: Organize your response into clear sections or paragraphs. Respect others when you exchange ideas. It is best to explore disagreements and support assertions with data and evidence.</p> <p>Close: Request for action, acknowledgement or contact information.</p> <p>Signature Line: Your full name</p>	
<i>How can I improve my discussions?</i>	<p>You want to avoid a general response by supporting your observations with facts and details from course materials.</p> <p>Compose your message in your word-processing application in order to check spelling, punctuation, and grammar — then copy and paste your composition into email or the discussion. Avoid plagiarism by giving credit to your sources.</p>	
<i>How do I “peer respond”?</i>	<p>During peer responses, you may disagree; however, other views are part of the learning process. Your peer response should contribute to the class discussion. Review all postings before you reply to prevent redundancy. Use the REPLY option to place your response directly after a peer’s post. Avoid general “I Like” or ‘I Agree” responses.</p>	
<i>When should I report a violation?</i>	<p>If you feel uncomfortable during a discussion, you should contact your instructor immediately via email. In addition, ALWAYS Report</p> <ul style="list-style-type: none">• Flaming incidents or escalating conflicts,• Online behaviors that harass, threaten, or embarrass class mates,• Offensive Comments: It is never acceptable to put anyone down due to age, race, religion, color, sex, or sexual preference.• Plagiarism: You should give credit and cite your use of source and copyrighted materials. <p>Review the <u>HCC Acceptable Use Policy</u> at http://www.hccfl.edu/oit/acceptable-use-policy.aspx</p>	