“Netiquette”, a condensation of the words "network" and "etiquette", is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat. By being aware of these conventions you can ensure that your interactions online stay positive, friendly, and informative.

Some do’s and don’ts in your online course:

1. **Course communication and Netiquette**: This course will require substantial written correspondence from most students and some guidelines need to exist to insure the best possible experience for all involved.
   a. We have a ‘questions about the course’ discussion board in the first module of our online content. Please post any questions you may have about this course to that discussion board. I have established this discussion panel to cut down on the amount of redundancy I have among my email, as most people ask the same questions, which will increase my response time to legitimate email inquiries. If you have personal issues that may need direct and personal attention from me feel free to email me, but if it is a question I think should be in the public forum I will ask you to please post the question to the discussion board before I answer it.
   
   b. All writing connected to this course should adhere to the standards of formal or business English. Please no swearing, slang, informal jargon, or emotionconcs. This course is an academic setting, please behave appropriately.
   
   c. All correspondence should be easy to read and checked for misspellings and grammatical errors before send or posted. I will not give credit for posts that are illegible, unreadable, or filled will errors.
   
   d. I will strive to be available for my online class as much as possible, and will strive for a 24 hours response time to both discussion board posts as well as email during the week. I may not get a chance to check my email during the weekend, but will respond to all correspondence by Tuesday morning. If for some reason I am unable to respond to posts or emails due to unique situations, I will make an announcement on the course webpage.

2. **Be friendly, positive and self-reflective.** When people cannot see you, and also do not know you, feelings can be hurt if you are not careful in how you express yourself. The old saying, think before you speak is important here. Think before you write. One word of advice is do not respond when you feel angry. Wait. Write it down somewhere and come back to it. When
you do, you may find that you no longer feel the same way as you did when you wrote it, because you have had time to reflect about the situation.

3. **Use proper language and titles.** Do not use slang or even profane words in an online education environment, even if they are words you consider, "not so bad," as they will sound offensive to the reader. Do not use caps lock when writing. It will insinuate yelling.

4. **Use effective communication.** This takes practice and thoughtful writing. Try to speak and write clearly at all times. Again, reread before you respond. Define and restate your words when necessary. Correct a misunderstanding right away.

5. **Professionalism.** Leave the characters like smiley faces, and [instant message] abbreviations out. Save it for personal. They may be interpreted as childish or too casual for the online education environment. Last, always say please and thank you.