

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET

Content Area: Netiquette

Overview

This lesson provides guidance on etiquette while sharing information on the internet. The term 'netiquette' was created (combining the words internet and etiquette) to mean the acceptable way of communicating on the internet. Knowing the best practices to effectively communicate via email, social media posts, blogs, and forums is important.

Objectives

After participating in this lesson, adult learners will be able to:

- list different ways to communicate digitally;
- identify appropriate etiquette when communicating on the internet; and
- assess digital communication to determine if proper netiquette is used.

Materials & Supplies

The following materials and supplies are needed for this lesson:

- Flip chart and markers (activity 1, activity 3).
- Netiquette Go and No Cards (activity 1).
- Online Communication Example Cards (activity 2).
- Netiquette Activity Review Worksheet (activity 3).

Preparation

In preparation for this lesson, facilitators should:

- review their lesson plan;
- ensure internet connectivity and check website links;
- print the Netiquette Activity Review Worksheet; and
- print and cut all cards.

Terminology

The following terms will be discussed during the lesson:

- **Netiquette:** the acceptable way of communicating on the internet.
- **Blog:** a discussion website published online that typically consists of informal, diary-style text entries. Posts are generally displayed in reverse chronological order, so that the most recent post appears first at the top of the webpage.
- **Social media:** interactive computer-mediated technologies that facilitate the creation and sharing of information, ideas, career interests, and other forms of expression via virtual communities and networks.
- **E-mail:** an electronic mail method of exchanging messages between people using electronic devices.
- **Website:** a collection of related network web resources, such as webpages, multimedia content, etc. posted online.

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Background Information

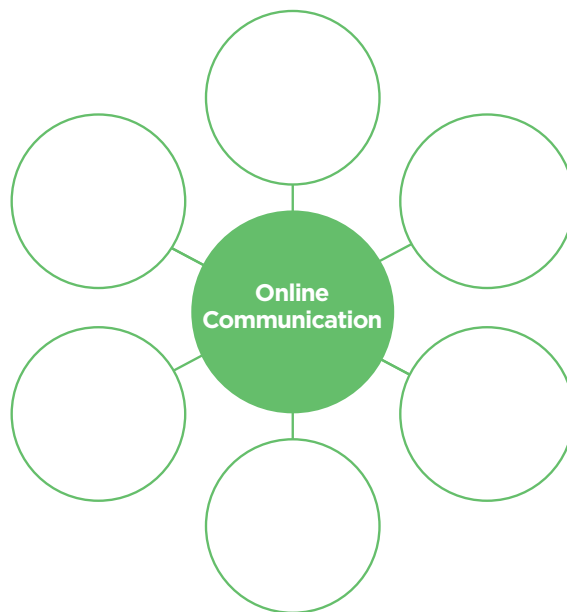
Given the increasing dependence of individuals on e-mails, blogs, forums and social media to communicate with a wider audience, it is important to know the acceptable ways in which to communicate in these digital settings. People who are inexperienced in the cyberspace culture are susceptible to committing a few etiquette mistakes. Sometimes the lack of face-to-face interaction can make it easy for people to misunderstand or misinterpret the meaning behind the content shared. Knowing some of the basic netiquette skills can benefit anyone interacting in a digital forum.

ACTIVITY 1: Online Communication Basics

Facilitators should draw a bubble map on large chart paper. Using the bubble map, the facilitator should lead a discussion about different online communication mediums. Examples include e-mail, social media, blogs, websites, etc. This exercise is designed to brainstorm all the different ways online communication occurs.

Facilitators should share the following online communication strategies and tips. It is recommended to print the Netiquette Go and No cards and distribute them to the participants. Each participant can read their card aloud for the entire group.

NOTE: If the participants are not strong readers, multiple facilitators could read the cards aloud or the cards could be passed around and each participant could read them silently.



- **Be brief:** Keep the message to the point, provide context, and don't skimp on details. An ideal length would be between a short single paragraph and (at the most) two paragraphs. A lengthy message will lose its audience.
- **Have a subject:** Including a concise and clear subject line will get people's attention and elicit an appropriate response.
- **Be yourself:** Write your messages in your own unique style; don't try to pretend to be someone else.
- **Be professional:** Be careful with your choice of words. Review the message to ensure it will not be misinterpreted.
- **Read it twice:** Check your message for misspellings, punctuation errors, and grammatical errors. Many operating systems have these features built into their programs.
- **Emoticon and emojis:** Use emoticons sparingly to enhance the message - don't overuse them.
- **Embrace diversity and be inclusive:** Be polite and respectful of others' rights and privacy in your message. Practice empathy and ensure the message is inclusive of people from diverse backgrounds.
- **Follow your IT policy:** Strictly follow your organization's Information Technology policy on the responsible use of the internet to communicate effectively.

Facilitators should also share behaviors that should be avoided in online settings. Again, it is recommended to print the strategy cards and distribute these to the participants. Each participant can read the card aloud for the entire group.

- **Do not reply all:** Use the Reply All feature with good judgment. Do not include recipients who are not concerned with the message.
- **Don't use CAPITALS:** Do not capitalize words; this is considered shouting at someone. If your intention is to emphasize, state it clearly.

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

- **Don't send large attachments:** Check with the recipients before sending any attachments larger than 5MB. Use alternative storage options like cloud systems such as OneDrive.
- **Don't be a flame:** Do not create controversies, spread rumors, or slander individuals. Refrain from excessive complaining and annoying others.
- **Forwarding messages:** Do not forward messages unless you thoroughly read the message and deem it necessary to share.
- **Don't abuse the hashtag:** Use a maximum of two hashtags for social media posts. Make sure that the hashtag is short and has a meaning. #HashtagEtiquette
- **Respect the law:** Do not commit any unlawful or illegal activities while online.
- **Rule of thumb:** Do not include any information in a message that a close family member (e.g. a parent) would not like to see, hear, or read.

ACTIVITY 2: What's Wrong?

Using the handouts on pages 83-86, facilitators should distribute different examples of online communication. Participants should review the examples and determine which netiquette behavior(s) were not followed in the communication. After reviewing the examples, facilitators should lead a group discussion about some of the blunders made - typing in all capital letters, harsh tones, complaining, referencing illegal activities, etc.

ACTIVITY 3: Group Discussion

Facilitators should divide participants into small groups and have them answer the questions on the Netiquette Activity Review Worksheet on page 87. Facilitators could choose to lead a large group discussion with these questions and record the responses on the flip chart.

Reflection

While the intent is for the activity to build proper etiquette related to technology and digital communication, it is important for the facilitator to lead a debrief discussion at the end of the lesson. Potential debrief questions could include:

- What are some different way to communicate digitally?
- What are some things you should do while communicating online?
- What are some things you should avoid while communicating online?

References:

- <https://uncw.edu/oel/documents/pdfs/netiquette.pdf>
- https://4-h.ca.uky.edu/files/3.0_netiquette-_combined_files_pdf_final_9-6-2016.pdf
- <http://nwdistrict.ifas.ufl.edu/4H/Manners/manners.htm>
- <https://www.unc.edu/son/files/netiquette-guidelines1.pdf>
- https://cals.arizona.edu/backyards/sites/cals.arizona.edu.backyards/files/b09spring_pp11-13.pdf

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Netiquette Go's and No's Cards

(To be used with Responsible Behavior Guidelines for the Internet Lesson, Activity 1)

NETIQUETTE GO



Be Brief! Keep the message to the point, provide context, and don't skimp on details. An ideal length would be between a short single paragraph and (at the most) two paragraphs. A lengthy message will lose its audience.

NETIQUETTE GO



Have a Subject! Including a concise and clear subject line will get people's attention and elicit an appropriate response.

NETIQUETTE GO



Be Yourself! Write your messages in your own unique style; don't try to pretend to be someone else.

NETIQUETTE GO



Be Professional! Be careful with your choice of words. Review the message to ensure it will not be misinterpreted.

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Netiquette Go's and No's Cards

(To be used with Responsible Behavior Guidelines for the Internet Lesson, Activity 1)

NETIQUETTE GO



Read It Twice! Check the message for misspellings, punctuations, and grammatical errors. Many operating systems have these features built into their programs.

NETIQUETTE GO



Emoticons & Emojis! Use emoticons sparingly to enhance the message - don't overuse them. 😊

NETIQUETTE GO



Embrace Diversity and Be Inclusive! Be polite and respectful of other's rights and privacy in your message. Practice empathy and ensure the message is inclusive of people from diverse backgrounds.

NETIQUETTE GO



Follow your IT policy! Strictly follow your organization's Information Technology policy (if it exists) on the responsible use of the internet to communicate effectively.

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Netiquette Go's and No's Cards

(To be used with Responsible Behavior Guidelines for the Internet Lesson, Activity 1)

NETIQUETTE NO



Do Not Reply All! Use the Reply All feature with good judgment. Do not include recipients who are not concerned with the message.

NETIQUETTE NO



Don't use CAPITALS! Do not capitalize words; this is considered shouting at someone. If your intention is to emphasize, state it clearly.

NETIQUETTE NO



Don't Send Large Attachments! Check with the recipients before sending any attachments larger than 5MB. Use alternative storage options like cloud systems such as OneDrive.

NETIQUETTE NO



Don't be a Flame! Do not create controversies, spread rumors, or slander individuals. Refrain from excessive complaining and annoying others.

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Netiquette Go's and No's Cards

(To be used with Responsible Behavior Guidelines for the Internet Lesson, Activity 1)

NETIQUETTE NO



Forwarding Messages!

Do not forward messages unless you thoroughly read the message and deem it necessary to share.

NETIQUETTE NO



Don't Abuse the Hashtag!

Use a maximum of two hashtags for social media posts. Make sure that the hashtag is short and has a meaning.
#HashtagEtiquette

NETIQUETTE NO



Respect the Law!

Check with the recipients before sending any attachments larger than 5MB. Use alternative storage options like cloud systems such as OneDrive.

NETIQUETTE NO



Rule of Thumb!

Do not include any information in a message that a close family member (e.g. a parent) would not like to see, hear or read.

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Online Communication Examples

(To be used with Responsible Behavior Guidelines for the Internet Lesson, Activity 2)

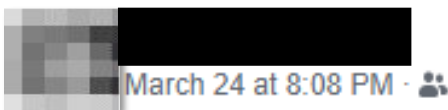
From: Debra Smith <debrasmith123@uga.edu>
Sent: Wednesday, March 27, 2019 9:14 AM
To: Sarah James <sarahbethjames@uga.edu>
Subject: ?

HELLO SARAH,

HOW ARE YOU TODAY? I HAVE A QUESTION FOR YOU. CAN WE TALK?
PLEASE CALL ME NOW.

THANKS,
DEBRA

Debra Smith
Administrative Associate



Honestly shout out to my fantastic coworkers who literally picked up my slack today because I felt so nauseous and awful. Literally they did all of the closing work and it is so great to have people whom you enjoy. Especially coworkers who stay just a bit longer so you can take your time.

Apparently I felt so good when I got home and Waffle needed to burn some energy that I trained him while on a walk. He never ceases to amaze me with how calm he has become. He was extremely non bitey and loving his new recall cue. Yep!



RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Online Communication Examples

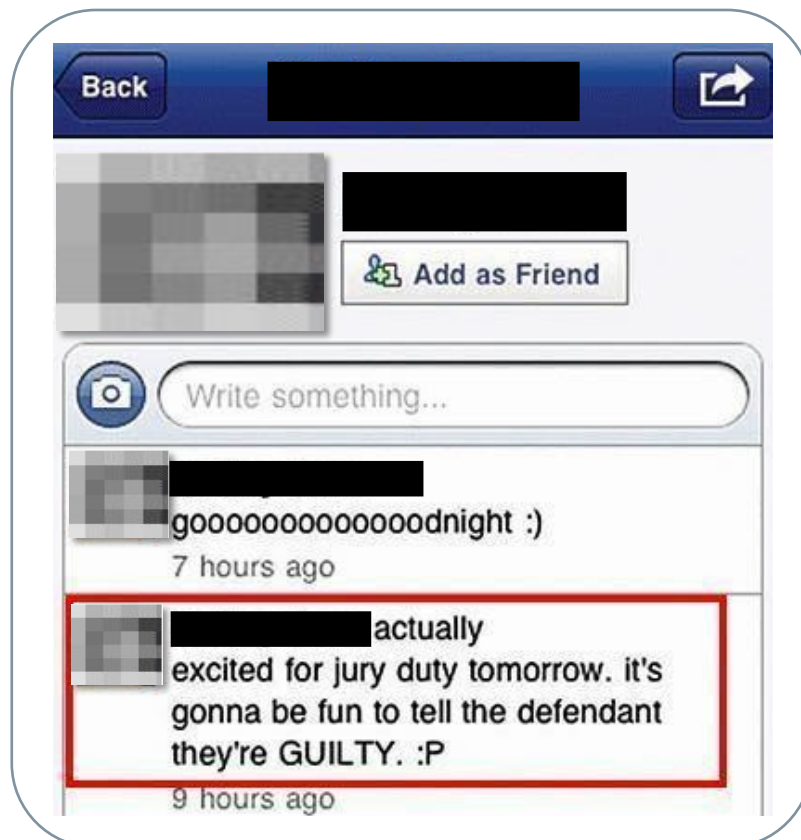
 **Gabe** Attention san dimas california, tonight is my first night as a pizza delivery guy... so if you find yourself driving behind a dominos pizza guy, be aware i might be extremely blazed!
Yesterday at 5:35pm · Comment · Like

 2 people like this.

 **Gabe** This job [REDACTED]... dude that ordered a pizza wasnt home, large peperoni for gabe's mouth coming right up!
 Yesterday at 8:42pm via Facebook for iPhone · Comment · Like

 **Gabe** some [REDACTED] is mad bc he pizza took too long... sorry dude i dont know where your [REDACTED] house it... [REDACTED] i peeled out in front of his house...
 Yesterday at 9:32pm via Facebook for iPhone · Comment · Like

 **Gabe** Call from my boss, apparently that [REDACTED]
 Yesterday at 9:51pm via Facebook for iPhone · Comment · Like



RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Online Communication Examples



[Redacted name]



Like · Reply · 6d



[Redacted name]

Love You Friend. We should make plans before I get back to school. What you doing Saturday? Wanna drive [Redacted] and I to dock diving competition?

Like · Reply · 6d



[Redacted name]

February 8 · 👥



These builders should be incurring a cost for their crappy pop-up neighborhoods. There is such a thing as irresponsible development & that is certainly happening in [Redacted]. All these additional residents at a rapid rate are saturating the housing market, overcrowding the schools & placing a significant burden on the town's infrastructure. Great job [Redacted] government! Thank you for trying to protect our home.



RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Online Communication Examples

March 5 at 9:53 AM · 🧑

I want it said that if this dog had been a pitbull. People would be screaming for it to die and the word bite would be replaced with maul. The media plays a huge role in media bias.

What a horrible situation. I never will leave Waffle alone in a backyard for this exact reason. The dog obviously was fearful and the child shouldn't have been doing this. Either way. Prayers for both the families!



PEOPLE.COM
Dog Bites Off and Possibly Eats Boy's Hand After 4-Year-Old Reached Under Fence to Play with Husky

From: Cary S. White <cswhite@uga.edu>

Sent: Thursday, March 28, 2019 4:20 PM

To: Melissa Jones <melissaj@uga.edu>

Subject: ASAP

Melissa,

We need to talk about your performance ASAP. I bet it is nice to take extra long lunches. Everyone knows your meetings do not last as long as you say they do.

See me NOW!

Cary
Professor

RESPONSIBLE BEHAVIOR GUIDELINES FOR THE INTERNET (CONT.)

Netiquette Activity Review (To be used with Group Discussions Lesson, Activity 3)

What are some best practices you can adopt for online communication?

1. One-on-One:

- _____
- _____
- _____

2. With a team of colleagues:

- _____
- _____
- _____

3. With a wider audience:

- _____
- _____
- _____

What are some things to avoid when communicating online?

1. _____

2. _____

3. _____

4. _____

5. _____
