

Netiquette Expectations for Online Training

How to Work Online as a Learner Using Zoom

COVID 19 has changed how we currently learn. A small number of sessions are provided using Zoom by the Centre. As a learner, Northridge House has found it necessary to point out that you should be aware that there are certain standards of behaviour expected when you take part in online learning and communicate with your tutors and fellow learners. These guidelines for online behaviour are known as 'netiquette'.

The following information will help you to participate successfully and effectively in the different platforms and across the different apps that are currently being developed at Northridge House.

General Guidelines:

- Be respectful: Treat your tutors and fellow learners with respect in online communications as you would in face-to-face situations. Bullying, mocking, discriminatory, or offensive behaviour and communication are not tolerated.
- Correct language: When communicating online, use the correct form of address for your tutors and other learners. When writing, be careful using sarcasm and humour as tone is sometimes lost and you may unintentionally offend someone. Also avoid using slang and emoticons as not everyone may be familiar with these and avoid using caps lock as it can be interpreted as shouting.
- Personal data: Be very careful when sharing personal information and be mindful of your data protection responsibilities.
- Intellectual property: Before you share a post, post a link or publish content you should be sure you aren't infringing on anyone's copyright or intellectual property rights, especially if posting in a public forum.
- Please do not use a mobile phone during the class – it is easy to see and is a distraction to both tutor and fellow learners.

Participating in a Zoom class: Expectations of Learners

A virtual classroom is still a classroom. Always remember that everyone can see you, and what you do, so it is important to maintain the same standards for attending online classes as if you were attending the Centre.

As a rule of thumb, if you would not do it in the real classroom, you should not do it in the virtual one.

- **Be dressed:** Even though you are participating from home, you should still dress for your online class the way you would if you were attending a classroom.
- **Adjust your lighting and position:** Do not sit in front of, or beside a bright light or window as this makes it difficult for the teacher and other students to see you. Also make sure you angle your camera, so you are fully visible to the tutor.
- **Think about your background:** Be aware of what others can see behind and around you and make sure there is nothing distracting (or potentially embarrassing) on screen.
- **Pay attention:** You should give the same level of attention in your Zoom class as your regular classroom. For example, if looking at your phone, or surfing the internet are not appropriate in a classroom they aren't appropriate in a virtual class either.
- **Location:** Try to make sure your surroundings are quiet and free from distraction so you can give your full attention.
- **Moving around:** If you need to move away from the camera for a period let the tutor know why.
- **Practice using Zoom:** Make sure you know how to use the different elements of the application. For example, can you mute and unmute your microphone, turn your camera on and off, share your desktop, or use the chat function? YouTube provide short clear training clips if unsure. Our tutor will help you and our trial run night normally addresses any concerns in advance of the course commencing.
- **Recording classes:** Making recordings of others without their knowledge and permission is a breach of data protection rules. Although there is a record function on Zoom, you should not record your class unless instructed to by the teacher.
- **Access issues:** If you are having problems with Wi-Fi or technology it is very important you let your tutor know as soon as possible.