

Netiquette

Netiquette, internet etiquette, is a set of rules for behaving and interacting properly online to ensure respectful and professional communication in the online environment. Netiquette is important to clarify because the online environment is stripped of gestures, facial expressions, voice tone, body language, and other non-verbal communication cues. These cues allow for more informed interaction between the sender and receiver of a message in a traditional setting.

The following standards of Netiquette are to serve as a guideline for professional behavior for Chatt Tech faculty, staff, and students in the online environment. ¹

Be Professional.

- **DO:** Address your message's receiver by name and/or title.
 - Clearly state your objective in the Subject field and message.
 - Be honest and accurate.
 - Include any action items.
 - End with a closing salutation.
- **AVOID:** Misinformation.
 - Sarcasm or attempts at humor that could be taken literally.
 - Overuse of slang and emoticons.

Be Respectful.

- **DO:** Consider the diversity, opinions, and sensitivities of your audience.
 - Be mindful of your tone.
 - Remember the human on the other end.
- **AVOID:** Strong and/or offensive language.
 - The use of all capitalized letters.
 - Sharing personal information.
 - Forwarding responses unnecessarily.

Be Relevant and Concise.

- **DO:** Stay on topic.
 - Respect the time of others.
 - Allow a reasonable turnaround time for a response if requiring one.
- **AVOID:** Including long attachments or large downloads.

Be Mindful of the Quality of Your Writing.

- **DO:** Use complete sentences.
 - Use correct spelling, punctuation, and capitalization.
 - Run a final spell check.
- **AVOID:** Texting shorthand.

¹ The following policy documents further detail appropriate online behavior and consequences for inappropriate online behavior or serious netiquette infractions: [Computer Use Guidelines](#), [Internet Use Policy](#), [Student Code of Conduct](#), and the [Distance Learning Student Privacy Procedure](#).