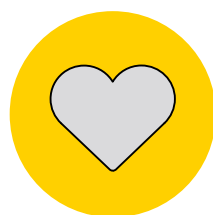


Netiquette



McMaster values integrity, inclusiveness and teamwork, and strives to support the personal and collective growth of the McMaster student community. Even during difficult times, Marauders remain committed to excellence and the principles of mutual respect, responsibility, dignity, and the well-being of others.

As we adapt to new learning environments online, it's important to practice good netiquette.

Netiquette refers to online etiquette, or standards for communicating and good behaviour on the internet. Netiquette applies to all online communication — from email to the online classroom to social media platforms.

What is netiquette?

Tips for practicing good netiquette

Use proper grammar and punctuation.

- Writing in all capitals can seem aggressive and be perceived as anger.
- Avoid slang, short-form terms, emojis and emoticons. Some people might not understand what you're trying to communicate.

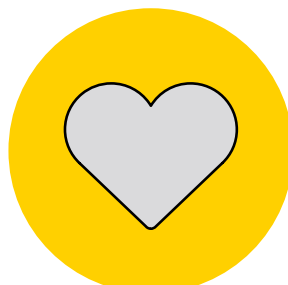
Remember, our ability to understand and interpret what people think, mean and feel changes when communicating online.

- Consider how others might interpret your words or actions.
- It's harder to convey tone online, so avoid using sarcasm or humour that could be misinterpreted.
- To avoid further confusion, ask for clarification if you need help understanding a message or comment.

You may encounter people with opposing opinions. In these situations:

- Be respectful.
- Don't insult the other person or make personal remarks.
- If you feel angry or upset about an interaction, take a break to calm down and respond at a later time.
- Ask about the person's intent, and allow them to explain their perspective.

1. Think before you type
2. Treat others with respect.
3. Act online as you would in person.



Before you send a comment or post, ask yourself:

- Could anything in this message come off as rude, insensitive or disrespectful?
- Is this something I would keep to myself if I were communicating in person?
- Was I upset, frustrated or angry when I wrote this message?

If you answered “yes” to any of these questions, you should review and edit your message before you send it.

Get support

Have you experienced difficulties or witnessed disruptive behaviour in an online learning environment? Email sscmo@mcmaster.ca for support and to consult with a case manager who can address your concerns. For more information, visit sscm.mcmaster.ca/ and download the [Code of Student Rights and Responsibilities](#).

If you are experiencing an emergency or if you have safety concerns, security services are available 24 hours a day, seven days a week: **905-522-4135**.