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.

**Tips for practicing good netiquette**

- **Use proper grammar and punctuation.**
  - Writing in all caps 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.

- **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.