

Appendix 13

Sample text for tailoring and re-use (eg in Module Guide, student welcome letter or induction documentation)

Online communications guidelines

Dear student,

Learning online means you have more opportunities to communicate with your fellow classmates and tutor than you would in the lecture theatre or seminar room. E-mail, chat rooms and discussion boards are all valuable tools for exchange of thoughts and queries anytime, anyplace. It is important, however, for online communicators to maintain a warm and friendly online voice, whether in our module or your future place of employment. Without the visual and oral cues of standing face to face with someone, written messages are easily misunderstood or may even unintentionally offend. In order to prevent misunderstandings and promote open and supportive collaboration, extra care must be taken into how you express yourself in your written communication. Above all, think before you post!

Whether in an e-mail, online discussion or chat room, you are expected to adhere to the following online etiquette or netiquette guidelines...(from school).