

**HOW TO  
COMMUNICATE  
IN AN ONLINE  
ACADEMIC  
ENVIRONMENT**

**LISA STOLL  
MLIS, MSHE  
LIBRARIAN**

**NETIQUETTE:  
PROFESSIONAL &  
ACADEMIC  
COMMUNICATION  
WORKSHOP**



# NETIQUETTE

**RULES ABOUT THE PROPER  
AND POLITE WAY TO  
COMMUNICATE WITH  
OTHER PEOPLE WHEN YOU  
ARE USING THE INTERNET**

MERRIAM-WEBSTER. (2020). *NETIQUETTE*.  
[HTTPS://WWW.MERRIAM-  
WEBSTER.COM/DICTIONARY/NETIQUETTE?UTM\\_CAMPAI  
GN=SD&UTM\\_MEDIUM=SERP&UTM\\_SOURCE=JSONLD#LE  
ARN-MORE](https://www.merriam-webster.com/dictionary/netiquette?utm_campaign=SD&utm_medium=serp&utm_source=jsonld#learn-more)

# BASIC NETIQUETTE RULES FOR ONLINE COMMUNICATION

1. Be aware of your “tone”
2. NO YELLING...please
3. Be careful with humor and sarcasm
4. Read through everything
5. Grammar and spelling count
6. Be kind and professional

# **E-MAILING THE PROFESSOR: WHAT TO DO**

**IF YOU WANT TO MAKE A GOOD  
IMPRESSION AND NOT ANNOY  
THEM**

## EXAMPLE OF A GOOD EMAIL

Subject: PSY101 W2 – Sources

Dear Dr. Harrison,

Hi, this is Clarrisa Jones from your PSY101 W2 class. I have a question about our sources for this week's assignment. From reading through the syllabus and the information for the assignment, I know that we need to cite our sources. Do we also need to cite the textbook for the class if we use it?

I would appreciate any help you could give me on this. Thank you in advance.

Sincerely,

Clarrisa Jones

## YOUR EMAIL SHOULD...

Have an informative subject line.

Be concise.

Be formal.

Include your full name & class.

Avoid slang (e.g., "Wassup?", "Yo," and so forth).

Don't curse.

Use standard spelling:

- you (not u)
- are (not r)
- to or too (not 2)
- you're (not ure)
- right (not rite)
- I (not i)

Capitalize the first word of a sentence and any title or proper noun.

# **E-MAILING THE PROFESSOR: WHAT NOT TO DO**

**UNLESS YOU REALLY, REALLY WANT  
TO ANNOY THEM.**

**PROFESSOR J. BACHO**

# EX. 1

b,

also.

this paper, it might suck. that is ok, yes?

did you read me analysis yet ? it'scooooool.

-h

# EX. 2

- Hey jessie its XXX from your XXX class. Well i was planning on going to class today even thow the weather was bad BUT my car took a shit in the parking lot of the washington diner. my alternater belt broke and i lost all power. I was stuck in the snow for about a hour and a half. i had to have a friend pick me up and i left my car at the XXX diner becuase i hade no jumper cables like an ass hole. I was soken wet and freezing so i just gave up on the day and went home to change and im makin the decision to stay home. Im not even going back to work becuase te roads in washington are so bad. And tress are fallin left and right haha so yah thats my horrible story for the day. and thats why i wasent in class today. lol see you thursday



# EX. 3

Dear Professor Bacho,

I will not be in class today because im sick if ther's any thing i should know just email me. see you on wednesday!

# EX. 4

yo! I b l8 4 clss 2day. K?

# EX. 5

I am really going to try to make it to class tomorrow, but right now my stomach is very upset and I have diarrhea. And it is not because my work is not done.



# **PHONE ETIQUETTE MATTERS TOO!**

**AVOID CREATING AN UNNECESSARY  
SCAVENGER HUNT**

# BASIC PHONE ETIQUETTE

## ACTUAL ISC VOICEMAIL MESSAGE:

“Hey, I gotta cancel my appointment, ok, bye”.

## DON'T LEAVE THEM GUESSING

### WHO? WHAT? WHEN? WHERE? WHY?

- Speak Slowly & Clearly
- Use Proper Greeting
  - Good:** *Hi* or *Hello...*
  - Avoid:** *Hey* or *Yo...*
- Identify Yourself.
- Include Reason You're Calling.
  - Include necessary details such as dates or times, if appropriate.
- Provide Your Accurate Contact Information
  - If your voicemail box hasn't been set up or is full, that's a problem.
  - Include area code when leaving your phone number.
- Revisit Your Voicemail Greeting
  - Is it something you'd want a future employer/professor, etc., to encounter?

Although we are all working remotely, be mindful of cell phone use expectations/restrictions for in-class instruction by checking your course syllabus.



# WHY IS THIS IMPORTANT?

THE WAY YOU COMMUNICATE WITH OTHER STUDENTS AND YOUR PROFESSORS IS IMPORTANT BECAUSE:

1. IT IS AN INDICATOR OF YOUR SERIOUSNESS AND PROFESSIONALISM
2. DETERMINES HOW YOUR PROFESSOR AND OTHER STUDENTS VIEW YOU
3. YOUR PROFESSOR EVALUATES YOU BASED ON HOW YOU COMMUNICATE
4. YOUR WORDS REFLECT YOU AND YOUR ATTITUDE

**QUESTIONS?**

**EMAIL ME: [LSTOLL@WARREN.EDU](mailto:LSTOLL@WARREN.EDU)**

# EXTRA RESOURCES

[Netiquette Guide For Online Courses](#)

[Netiquette Guidelines For Online Courses](#)

[15 Rules Of Netiquette For Online  
Discussions](#)

[Email Etiquette: Guidelines For Writing To  
Your Professors](#)

[How To E-mail Your Professor](#)