

Lesson Title: Responsible Behavior Guidelines for the Internet

Content Area: Netiquette

Overview:

This lesson provides guidance on etiquette while sharing information on the internet. The term 'netiquette' was created (combining the words Internet and etiquette) to mean the acceptable way of communicating on the Internet. Knowing the best practices to effectively communicate via email, social media posts, blogs, and forums is important.

Objectives:

After participating in this lesson, adult learners will be able to:

- List different ways to communicate digitally
- Identify appropriate etiquette while communicating on the Internet
- Assess digital communication to determine if proper netiquette is used

Materials & Supplies:

The following materials and supplies are needed for this lesson:

- Flip Chart & Markers (activity 1, activity 3)
- Netiquette Go and No Cards (activity 1)
- Online Communication Example Cards (activity 2)
- Netiquette Activity Review Worksheet (activity 3)

Preparation:

In preparation for this lesson, facilitators should:

- Review lesson plan
- Ensure Internet connectivity and check website links
- Print Netiquette Activity Review Worksheet

Terminology:

The following terms will be discussed during the lesson:

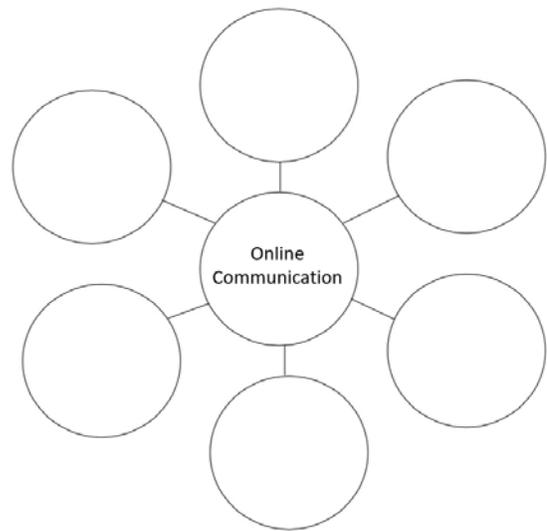
- **Netiquette:** the acceptable way of communicating on the Internet
- **Blog:** a discussion website published online that is typically informal, diary-style text entries. Posts are typically displayed in reverse chronological order, so that the most recent post appears first at the top of the webpage.
- **Social media:** interactive computer-mediated technologies that facilitate the creation and sharing of information, ideas, career interests, and other forms of expression via virtual communities and networks.
- **E-mail:** an electronic mail method of exchanging messages between people using electronic devices.
- **Website:** a collection of related network web resources, such as webpages, multimedia content, etc. posted online

Background information:

With the increasing dependence of individuals on e-mails, blogs, forums and social media to communicate with wider audience, it is important for individuals to know the acceptable ways in communicate in these digital settings. People inexperienced in the cyberspace culture are susceptible to committing a few etiquette mistakes. Sometimes the lack of face-to-face interaction can make it easy for people is misunderstand or misinterpret the meaning behind the content shared. Knowing some of the basic netiquette skills can benefit anyone interacting in a digital forum.

Activity 1: Online Communication Basics

Facilitators should draw a bubble map on large chart paper. Using the bubble map, the facilitator should lead a discussion about different online communication mediums. Examples include e-mail, social media, blogs, websites, etc. This exercise is designed to brainstorm all the different ways online communication occurs. Facilitators should share the following online communication strategies and tips. It is recommended to print the Netiquette Go and No cards and distribute to the participants. Each participant can read the card aloud for the entire group.



NOTE: *If the participants may not be strong oral readers, multiple facilitators could read the cards aloud or the cards could be passed around and each participant could read them silently.*

- **Be Brief:** Keep the message to the point, provide context, and don't skimp on details. An ideal length would be between a short single paragraph and (at the most) two paragraphs. A lengthy message will lose its audience.
- **Have a Subject:** Including a concise and clear subject line will get the attention and elicit an appropriate response.
- **Be Yourself:** Write your messages in your own unique style but don't try to pretend to be someone else.
- **Be Professional:** Be careful with the choice of words. Review the message to ensure it may not be misinterpreted.
- **Read It Twice:** Check the message for misspellings, punctuations, and grammatical errors. Many operating systems have these features built into the program.
- **Emoticon & Emojis:** Use emoticons sparingly to enhance the message but don't overuse them.
- **Embrace Diversity and Be Inclusive:** Be polite and respectful of other's rights and privacy in your message. Practice empathy and ensure the message is inclusive of people from diverse backgrounds.
- **Follow your IT policy:** Strictly follow your organization's Information Technology policy on responsible use of Internet to communicate effectively.

Facilitators should also share behaviors that should be avoided in online settings. Again, it is recommended to print the strategy cards and distribute to the participants. Each participant can read the card aloud for the entire group.

- Do Not Reply All: Use the Reply All feature with good judgment. Do not include recipients who are not concerned with the message.
- Don't use CAPITALS: Do not capitalize words; this is considered shouting at someone. If your intention is to emphasize, state it clearly.
- Don't Send Large Attachments: Check with the recipients before sending any attachments larger than 5MB. Use alternative storage options like cloud systems, for example, OneDrive.
- Don't be a Flame: Do not create controversies, spread rumors, or slander individuals. Refrain from excessive complaining and annoying others.
- Forwarding Messages: Do not forward messages unless you thoroughly read the message and deem it necessary to share.
- Don't Abuse the Hashtag: Use a maximum of two hashtags for social media posts. Make sure that the hashtag is short and has a meaning. #HashtagEtiquette
- Respect the Law: Do not commit any unlawful or illegal activities while online.
- Rule of Thumb: Do not include any information in a message that a close family member (e.g. parent) would not like to see, hear, or read.

Activity 2: What's Wrong?

Using the handouts, facilitators should distribute different examples of online communication. Participants should review the examples and determine which netiquette behavior(s) were not followed in the communication. After reviewing the examples, facilitators should lead a group discussion about some of the blunders made – typing in all capital letters, harsh tones, complaining, referencing illegal activities, etc.



DOs



DON'Ts

Activity 3: Group Discussion

Facilitators should divide participants in small groups and have them answer the following questions on the **Netiquette Activity Review worksheet**. Facilitators could choose to lead a large group discussion with these questions and record the responses on the flip chart.



Reflection:

While the intent is for the activity to build proper etiquette related to technology and digital communication, it is important for the facilitator to lead a debrief discussion at the end of the lesson. Potential debrief questions could include:

- What are some different way to communicate digitally?
- What are some things you should do while communicating online?
- What are some things you should avoid while communicating online?

References:

- <https://uncw.edu/oel/documents/pdfs/netiquette.pdf>
- https://4-h.ca.uky.edu/files/3.0_netiquette-combined_files_pdf_final_9-6-2016.pdf
- <http://nwdistrict.ifas.ufl.edu/4H/Manners/manners.htm>
- <https://www.unc.edu/son/files/netiquette-guidelines1.pdf>
- https://cals.arizona.edu/backyards/sites/cals.arizona.edu.backyards/files/b09spring_pp11-13.pdf

Netiquette

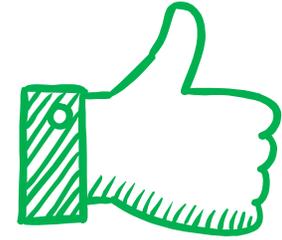
Go:



Be Brief! Keep the message to the point, provide context, and don't skimp on details. An ideal length would be between a short single paragraph and (at the most) two paragraphs. A lengthy message will lose its audience.

Netiquette

Go:



Have a Subject! Including a concise and clear subject line will get the attention and elicit an appropriate response.

Netiquette

Go:



Be Yourself! Write your messages in your own unique style but don't try to pretend to be someone else.

Netiquette

Go:



Be Professional! Be careful with the choice of words. Review the message to ensure it may not be misinterpreted.

Netiquette

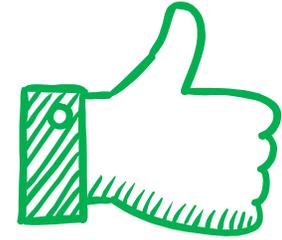
Go:



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Netiquette

Go:



Emoticons & Emojis! Use emoticons sparingly to enhance the message but don't overuse them. 😊

Netiquette

Go:



Embrace Diversity and Be Inclusive!
Be polite and respectful of other's rights and privacy in your message. Practice empathy and ensure the message is inclusive of people from diverse backgrounds.

Netiquette

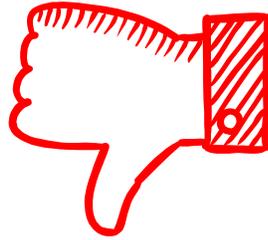
Go:



Follow your IT policy! Strictly follow your organization's Information Technology policy (if it exists) on responsible use of internet to communicate effectively.

Netiquette

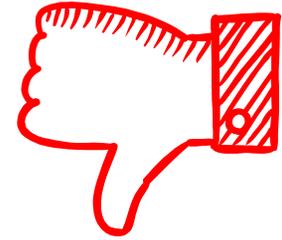
No:



Do Not Reply All! Use the Reply All feature with good judgment. Do not include recipients who are not concerned with the message.

Netiquette

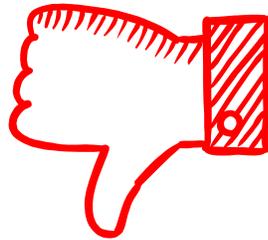
No:



Don't use CAPITALS! Do not capitalize words; this is considered shouting at someone. If your intention is to emphasize, state it clearly.

Netiquette

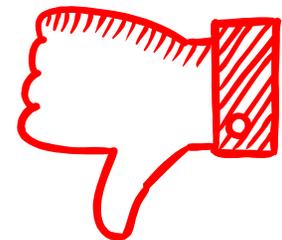
No:



Don't Send Large Attachments! Check with the recipients before sending any attachments larger than 5MB. Use alternative storage options like cloud systems, like OneDrive.

Netiquette

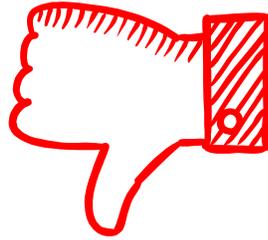
No:



Don't be a Flame! Do not create controversies, spread rumors, or slander individuals. Refrain from excessive complaining and annoying others.

Netiquette

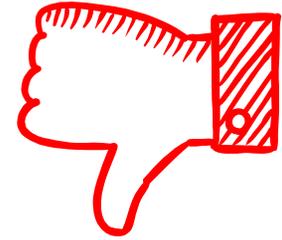
No:



Forwarding Messages! Do not forward messages unless you thoroughly read the message and deem it necessary to share.

Netiquette

No:

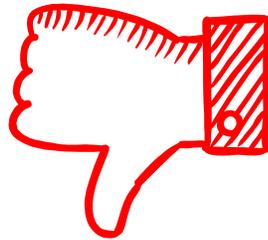


Don't Abuse the Hashtag! Use a maximum of two hashtags for social media posts. Make sure that the hashtag is short and has a meaning.

#HashtagEtiquette

Netiquette

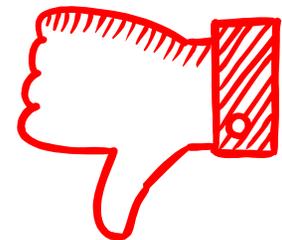
No:



Respect the Law! Do not commit any unlawful or illegal activities while online.

Netiquette

No:



Rule of Thumb! Do not include any information in a message that a close family member (e.g. parent) would not like to see, hear or read.

From: Debra Smith <debrasmith123@uga.edu>

Sent: Wednesday, March 27, 2019 9:14 AM

To: Sarah James <sarahbethjames@uga.edu>

Subject: ?

HELLO SARAH,

HOW ARE YOU TODAY? I HAVE A QUESTION FOR YOU. CAN WE TALK?
PLEASE CALL ME NOW.

THANKS,
DEBRA

Debra Smith
Administrative Associate



March 24 at 8:08 PM · 

...

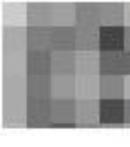
Honestly shout out to my fantastic coworkers who literally picked up my slack today because I felt so nauseous and awful. Literally they did all of the closing work and it is so great to have people whom you enjoy. Especially coworkers who stay just a bit longer so you can take your time.

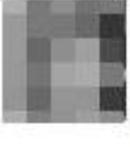
Apparently I felt so good when I got home and Waffle needed to burn some energy that I trained him while on a walk. He never ceases to amaze me with how calm he has become. He was extremely non bitey and loving his new recall cue. Yep!



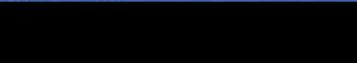
 **Gabe** Attention san dimas california, tonight is my first night as a pizza delivery guy... so if you find yourself driving behind a dominos pizza guy, be aware i might be extremely blazed!
Yesterday at 5:35pm · Comment · Like

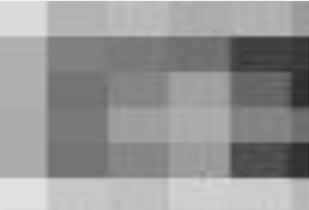
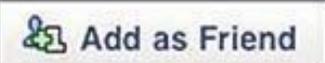
 2 people like this.

 **Gabe** This job [REDACTED]... dude that ordered a pizza wasnt home, large peperoni for gabe's mouth coming right up!
 Yesterday at 8:42pm via Facebook for iPhone · Comment · Like

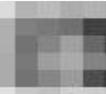
 **Gabe** some [REDACTED] is mad bc he pizza took too long... sorry dude i dont know where your [REDACTED] house it... [REDACTED] i peeled out in front of his house...
 Yesterday at 9:32pm via Facebook for iPhone · Comment · Like

 **Gabe** Call from my boss, apparently that [REDACTED]
 Yesterday at 9:51pm via Facebook for iPhone · Comment · Like

 Write something...

 [REDACTED] gooooooooooooooooodnight :)
7 hours ago

 [REDACTED] actually excited for jury duty tomorrow. it's gonna be fun to tell the defendant they're GUILTY. :P
9 hours ago



From: Cary S. White <cswhite@uga.edu>

Sent: Thursday, March 28, 2019 4:20 PM

To: Melissa Jones <melissaj@uga.edu>

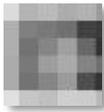
Subject: ASAP

Melissa,

We need to talk about your performance ASAP. I bet it is nice to take extra long lunches. Everyone knows your meetings do not last as long as you say they do.

See me NOW!

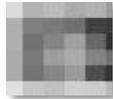
Cary
Professor



[Redacted Name]



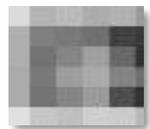
Like · Reply · 6d



[Redacted Name]

Love You Friend. We should make plans before I get back to school. What you doing Saturday? Wanna drive [Redacted] and I to dock diving competition?

Like · Reply · 6d



[Redacted Name]

February 8 · 👥



These builders should be incurring a cost for their crappy pop-up neighborhoods. There is such a thing as irresponsible development & that is certainly happening in [Redacted]. All these additional residents at a rapid rate are saturating the housing market, overcrowding the schools & placing a significant burden on the town's infrastructure. Great job [Redacted] government! Thank you for trying to protect our home.



Netiquette Activity Review

What are some best practices you can adopt for online communication?

1. One-on-One:

-
-
-

2. With a team of colleagues:

-
-
-

3. With a wider audience:

-
-
-

What are some things to avoid when communicating online?

1.

2.

3.

4.

5.