Guidelines for Professional Online Communication

Guidelines Title	Guidelines for Professional Online Communication
Parent Policy/Procedure	Nil
Date Effective	09/10/2017
Review Date	09/10/2020
Guidelines Owner	Office of the Deputy Dean Education
Category	Academic Quality and Standards
Version Number	1
Content Enquiries	Learning and Teaching Quality, Quality and Academic Governance Unit. Med-Quality-Fmnhs@monash.edu
Scope	The Guidelines for Professional Online Communication apply to all staff and students across the Faculty of Medicine, Nursing and Health Sciences.
Purpose	To provide clear guidance for staff and students in communicating professionally in the online space.
GUIDELINES STATEMENT	

GUIDELINES FOR PROFESSIONAL ONLINE COMMUNICATION

1.   Overview

1.1.   How you conduct yourself in the classroom should be identical to how conduct yourself online, and these guidelines set out expectations for behaviour and communication in the online space. The purpose is to provide a safer, more enjoyable and more rewarding experience online.

2.   Respect

2.1.   There are many online guides that thoroughly detail netiquette; however, the foundation of these guidelines is always respect. In accordance with the Monash Student Charter:

*"A learning community is productive when it demonstrates **fairness, inclusion, respect for difference** and **value of diversity of people and ideas**. Monash students contribute to this community by acting with honesty, integrity and respect for others and taking care of University facilities and resources."*

This encapsulates every aspect of your student life at Monash University. In the public space, it is evident that there can be a lack of respect when communicating publicly with others. At Monash, it is unacceptable to show a lack of respect in the online space, and there can be consequences:

"The expectations of students may be enforced by informal action or formal misconduct processes under the University statutes."

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3.   Language

- Ensure your posts and emails are concise.

- Ensure your posts are thoughtful, thorough, and meaningful.

- Ensure your post is on-topic.

- Support your opinion with examples and experiences.

- If you include a quote, summary or paraphrase, always cite your source.

4.   Communication

- When commenting on the posts of your peers, read others comments prior to posting to avoid duplication. Likewise, check the online forums to see if your question has already been answered before you start sending emails.

- Commenting should extend the conversation. If you disagree, state your reasons. If you agree, add some further support or a new, related idea.

- You should aim to build on the posts and responses of others in order to develop a quality discussion.

- Don't forget to return to the discussion when someone responds to your post - you may wish to defend your argument, or add more information.

Responsibility for implementation	Associate Dean (Learning and Teaching)
Status	New
Approval Body	**Name:** LTC **Date:** 9/10/17
Definitions	Nil
Related Policies	Nil
Related Documents	Nil