Online problem behaviour includes any behaviour that is concerning, threatening, inappropriate or unacceptable. These behaviours may disrupt the online learning environment and can have a harmful impact on staff and students who witness or experience it.

Online problem behavior may occur through the use of Zoom, Moodle, email, phone or social media platforms.

**Examples of online problem behaviour:**
- Bullying or Harassment
- Stalking
- Threats
- Inappropriate comments (e.g. racist, discriminatory or sexist)
- Sexual Harassment or conduct of a sexual nature
- Uploading inappropriate material
- Sharing inappropriate sites or content
- Intentionally disruptive, distracting or inappropriate behaviour
- Persistent and Unreasonable demands
- ‘Zoom bombing’ - unwanted intrusion by an individual into a video conference call or online class that causes disruption.

**Inappropriate language or threats toward you or others**
- Remind the student of appropriate communication and behavioural expectations in line with University policies.

**Unreasonable demands or manipulative content**
- Respond to the student, tell them clearly, transparently and firmly from the outset how the organisation intends to deal with the matter.
- Refer them to the correct process and any other options available for them.

**Frequent / persistent contact**
- Outline clear boundaries (your role, work hours etc.) and maintain these boundaries.
- Do not respond to emails or phone calls outside of work hours unless it is absolutely necessary.
- Only respond if an answer is needed.

**Unreasonable arguments**
- Avoid being drawn into hypothesising, catastrophizing, conspiracy theories, unproductive arguments and personal attacks.
- Advise the student firmly, that you will not engage in this conversation. If they have a specific grievance, refer them to the appropriate support services.

You can consult Safer Community Unit (SCU) for advice on how to respond, or to make a referral, request a welfare check, follow up or to keep a record.

Some general advice on responding to online problem behaviour in emails, online forums and virtual classrooms is below:

**Emails:**

**Receiving concerning content or a disclosure**
- Refer any students who disclose sexual harassment or assault to SCU. Provide them with our contact details and the welfare support information.
- Provide any students who have expressed that they are depressed or struggling emotionally, with referral information to appropriate services and advise them of the supports available.

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**Online forums:**

**Inappropriate content shared in a public forum, such as Moodle**
- Remove the content
- Respond to the student directly and remind them of the behavioural expectations in line with University policies.
- Contact SCU for advice

**Virtual classrooms:**

**Sharing inappropriate material or sending persistent or unwanted content in chat**
- Remove the student from the session
- Contact SCU for advice
- Follow up with the student directly to remind them of student expectations of appropriate behaviour and any possible consequences.
- Refer the student to SCU.
MANAGING ONLINE LEARNING

- Set clear behaviour standards for students before they start using online platforms
- Remind students that online learning is part of formal university learning
- Remind students of expected behaviour and refer them to the Student General Conduct Policy
- Refer students to the Information Technology Acceptable Use Policy and Procedure and the Social Media Policy and Procedure.

SECURING ZOOM MEETINGS

Pre-meeting measures
- **Authentication:** only invite participants via their Monash email address
- **Password Protection:** set up a password that participants must enter to join
- **Waiting Rooms:** use the host function to allow participants to join either individually or as a group
- **Chat Settings:** disable private chat among participants
- **File transfer options:** disable file sharing among participants
- **Annotation options:** stop participants from using annotation tools to draw on shared screens

In-Meetings Settings
- Manage Participants
- Mute participants microphone and camera
- Place participants on hold
- Stop participants from renaming themselves
- Lock meetings once they have started
- Remove participants from meetings

General tips for working safely online
- Use the Monash University Private Network
- Do not share personal information such as your contact phone, email or home address
- Remove any objects you do not want to be seen by participants or use the background function
- Keep privacy settings on
- Keep anti-virus software up-to-date

Policies & Procedures

You can access relevant Monash Regulations, Policies and Procedures through these links:
- **Monash University (Council) Regulations**
- **Student General Conduct Policy**
- **Information Technology Acceptable Use Policy**
- **Information Technology Acceptable Use Procedure**
- **Social Media Policy**
- **Social Media Procedure**

REPORT & ADVICE

Safer Community Unit
Your key point of enquiry, support and response to concerning, threatening or inappropriate behaviour.
- 03 9905 1599
- safercommunity@monash.edu
- monash.edu/safer-community

RESPOND

Monash Security
For emergency assistance on campus, or to request a security escort.
- 03 9905 3333 (Emergency)
- 03 9902 7777 (Non-Urgent)

SUPPORT

Monash Counselling
Health and counselling services, programs and resources to keep your health in mind and body.
- 03 9905 3020
  1300 788 336 (Student 24/7 Counselling)
  1300 360 364 (Staff 24/7 Counselling)
- monash.edu/health/counselling

Esolutions
Provides help and assistance with anything IT related at Monash.
- 03 9905 1599 (Students)
- 03 9905 1777 (Staff)
- servicedesk@monash.edu