

MANAGING PROBLEM BEHAVIOUR ONLINE

This document is a resource for Monash University staff to refer to when managing online learning.

WHAT IS ONLINE PROBLEM BEHAVIOUR?

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.

RESPONDING TO ONLINE PROBLEM BEHAVIOUR

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.

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.

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