



# NETIQUETTE TUTORIAL

GUIDELINES YOU SHOULD FOLLOW  
ONLINE



# OVERVIEW

- What is Netiquette?
- The Golden Rule
- Netiquette Rules 1 – 5 and why they are important
- Where can I learn more?

*netiquette:*)

# What is Netiquette?

- “Netiquette” is an abbreviation for “Internet etiquette”
- Simply stated, Netiquette is the **do’s and don’ts** of online communication



# THE GOLDEN RULE

Treat others  
the way you  
want to be  
treated



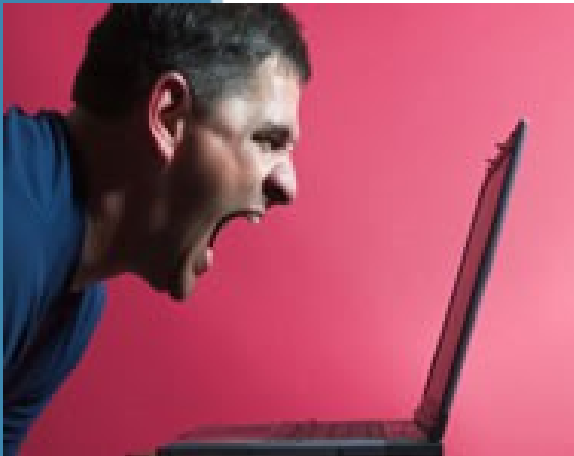
# BASIC Netiquette Core Rules

- Remember the human
- Be courteous and kind
- Be brief and to the point
- Respect all copyright laws
- Avoid sending junk or spam mail to others
- Make yourself look good online
- Help keep flame wars under control
- Respect other people's privacy
- Avoid sending personal and private information

# Email Netiquette

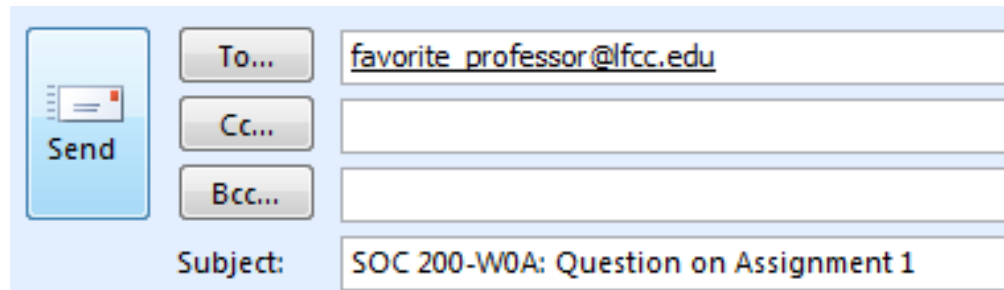
- There are a few important points to remember when composing email, particularly when the email's recipient is a superior and/or someone who does not know you.
- Don't be rude! Be sure to follow these fundamental rules on what to write and what not to write in your emails. - See more at:

# Rule #1: Do not use ALL CAPS



- Using all uppercase characters is considered shouting
- Use proper sentence case (i.e. the standard capitalization of an English sentence)

# Rule #2: Complete the Subject Line



The image shows a screenshot of an email composition interface. On the left, there is a blue 'Send' button with a paper plane icon. To its right are three input fields for recipients: 'To...' containing 'favorite\_professor@lfcc.edu', 'Cc...' which is empty, and 'Bcc...' which is also empty. Below these fields is the 'Subject:' field, which contains the text 'SOC 200-W0A: Question on Assignment 1'.

- Use descriptive and specific subject lines
- Include your class and name
- Focus on one subject per message
- Include a signature block at the end of your message



# Rule #3: Ensure that your messages are **professional** and **well-written**

Make sure that your messages

- ▶ are professional
- ▶ Are well-written and **free of typographical and grammatical errors**
- ▶ convey the correct tone

# Rule #3 – Guideline #1

## Be concise and clear

- Stay on topic
- Convey your message effectively and efficiently



# Rule #3 – Guideline #2

## Don't use “Netspeak”

- Trendy abbreviations or “Netspeak” are cryptic and only serve to confuse the recipient
- Some conventions to show emotion (e.g. **emoticons**) are considered **acceptable**

### Examples of “Netspeak”:

TTFN	ta-ta for now
PLZ	please
BTW	by the way
IMHO	in my humble opinion
LOL	laughing out loud

### Examples of emoticons:

: -)	happy face
:)	happy face – no nose
: -(	sad face
:(	sad face – no nose
;-)	wink

## Rule #3 – Guideline #3

### Make sure your messages are error-free

- Carefully proofread your messages to check them for mistakes
- Use the “spell check” tool



## Rule #3 – Guideline #4

### Don't respond when you are angry or frustrated

- Heated messages are called *flames*
- If you are angry, stressed, or frustrated, you should wait to compose your message so that you do not get into a “flame war”



## Rule #3 – Guideline #5

# Don't say it if you wouldn't say it face-to-face

- Don't say things in an electronic communication that you would not say in a face-to-face situation
- When you have to resolve a conflict or provide feedback, face-to-face communication may be a better choice



# Rule #3 – Guideline #6

## Avoid sarcasm and humor

Be careful when using sarcasm and humor  
– it is often misinterpreted



# Rule #4: Do not send SPAM



- SPAM is considered an abuse of electronic messaging systems
- SPAM includes chain e-mails, urban legends, charity requests, e-mails about lost children, advertising, etc.



# Rule #5: Avoid sending large files and attachments

- Be frugal with bandwidth
- Know that some people still use slower modems, dial-up connections, and/or older computers
- Tell your recipients if you have included file attachments



# Expected Outcomes

I ..... (name of student),  
agree to follow all netiquette  
rules set forth by this  
document and as reviewed in  
class with my teacher

# References

*Netiquette Home Page*. (n.d.). Retrieved July 6, 2009, from Netiquette Home Page - A Service of Albion.com: <http://www.albion.com/netiquette/>

*Spam - Wikipedia, the free encyclopedia*. (n.d.). Retrieved July 6, 2009, from Wikipedia, the free encyclopedia: <http://en.wikipedia.org/wiki/SPAM>

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