

STUDENT EXPECTATIONS FOR ONLINE ENGAGEMENT

Pursuant to the [Student Rights and Responsibilities Policy](#), students have the right to learn and work in an environment that is safe, secure, free from harassment and discrimination, and to be treated with respect and dignity. Students have the responsibility to respect the wellbeing of other college students and employees, and to contribute to a positive learning and working environment while on campus or participating in any learning experience associated with the college. The College has implemented the following additional expectations for students to ensure a safe online learning and working environment for everyone.

SYNCHRONOUS (LIVE) ONLINE CLASSROOM BEHAVIOUR

While you may be learning from home, you are still attending college classes. Be respectful of the learning environment, and always conduct yourself appropriately.

- **Recording and Sharing:** Live classes on Zoom and Microsoft Teams are usually recorded. In most classes, video and audio recordings will be available to students. A transcript of the chat text will be available to the faculty and may be part of the recording. Avoid sharing personal or private information that you would not want to be recorded or shared with others. Do not share course materials or recordings outside of the course without faculty permission.
- **Identifying Yourself:** Log in using your Conestoga credentials, not a personal email address. Change your name to display your preferred first and last name as it appears on the class attendance list.
- **Arriving on Time:** Try to arrive early or on time for your class. If you are late, join the class in a way that is minimally disruptive – stay muted, and do not ask what you have missed. It is your responsibility after the class to access any missed materials on eConestoga, or to connect with your peers or faculty about missed content.
- **Use of Technology:** Have a reliable device charged and ready for class. Mute yourself except when sharing with the class or asking questions. Keep your video turned on during class as much as possible. If you have internet connectivity issues, turn your video off except when sharing with the class, asking questions or participating in a breakout room. If your participation is disrupting the learning environment at any time, you may be muted or your video may be turned off by the faculty.
- **Clothing and Background:** Dress as you would for class on campus. Check and confirm that your video call does not show objects or images that could be offensive or distracting for faculty or other students. If preferred, use a virtual background to hide your living space.

- **Classroom Rules:** Make sure you follow classroom rules, even if they look different than they did on campus. For example, your faculty might have rules for “raising your hand” or using the chat function in class. Do not interrupt your faculty or your peers.
- **Chat Function:** The chat feature is for academic purposes and is used to build community and enhance communication on the teaching topic. Do not send unsolicited chat messages to other students. Do not send inappropriate or explicit content using the chat function.
- **Respectful Communications:** Be polite and respectful in all of your communications with faculty and other students. Never say anything online that you would not say to someone in person.
- **Harassment and Cyberbullying:** Cyberbullying is the use of technology to harass, threaten, embarrass, humiliate or target another person. Cyberbullying is not only against the College’s [Student Rights and Responsibilities Policy](#), but in some cases it can also be against the law.
- **Communicating Distress:** If you are overwhelmed, experiencing panic, feeling depressed, considering hurting yourself or someone else, or experiencing thoughts of suicide, please refer to the [How to Ask for Help at Conestoga](#) guide.

EMAIL ETIQUETTE

Email communication is complicated – people are missing visual or verbal cues like your tone, facial expression, or gestures. To avoid misunderstandings, be thoughtful of how other people might hear or interpret what you say in an email. Follow these general rules for your communications.

- **College Email Account:** Use your Conestoga email account when corresponding about college matters. This will prevent your email from being screened out as spam or junk mail.
- **Professional Formatting:** Be brief and concise, and include a clear “ask” in your email – what result are you seeking from the person you are contacting? Use a clear subject, greeting and signature, and include your full name and Conestoga student ID number in all correspondence.
- **Email vs Chat:** Send an email when you have a formal request to make of a faculty member. If you request something in a chat during class, your request will likely get lost in the conversation.
- **Spelling and Grammar:** Spelling and grammar are important. Try to avoid the use of slang, abbreviations and emojis.
- **Multiple Emails:** Do not send repeated emails to a person before they have had a chance to respond to you. If you have already received a decision or response, do not continue to send emails on the subject.

- **Spamming Others:** Your email should be sent to the intended recipient, with a copy to any other people who are directly involved. It is not appropriate to “spam” an entire directory or address list of other employees who are not directly involved in your situation.
- **Inappropriate Emails:** If you are angry or upset with someone, consider waiting a day before sending an email to them. Do not swear, use offensive language, or call someone names. Do not type in ALL CAPS – this looks like you are screaming.

HYBRID LEARNING RESPONSIBILITIES

If there is an on-campus component to your classes, you are also required to follow the [COVID-19 Campus Access Guidelines for Students](#).

COMPLIANCE

It is anticipated that all students will comply with these expectations in order to ensure a safe learning and working environment for everyone.

For most instances of noncompliance, faculty and staff will use informal resolution or classroom management techniques to restore a safe environment. However, instances of repeated noncompliance, escalation of behaviour, or severe misconduct could qualify as violations under the [Student Rights and Responsibilities Policy](#) and will be referred to the Student Rights and Responsibilities Office to be addressed pursuant to their [Policy](#) and [Procedure](#). Immediate threats to safety or wellbeing will be reported to [Safety and Security](#) at 519-748-5220 ext. 3357

If you have questions about more specific rules in any of your classes, contact your faculty member.

If you have questions about your rights or responsibilities as a Conestoga student, contact the [Student Rights and Responsibilities Office](#).