

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. When you learn or access services remotely, you are still engaged in college activity and all college policies and procedures are applicable.

The College has implemented the following additional expectations for students to ensure a positive and inclusive online environment.

BEHAVIOUR IN ONLINE CLASSES, WORKSHOPS, EVENTS AND APPOINTMENTS

- **Recording and Sharing:** Live online classes (for example, classes on Zoom or Microsoft Teams) are usually recorded. Workshops and events may be recorded. Appointments are not usually recorded. For live classes, 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 in class that you would not want to be recorded or shared with others. Do not share materials or recordings without faculty or staff permission. Do not make your own recordings unless authorized to do so as per a formal accommodation.
- **Identifying Yourself:** Log in using your Conestoga credentials, not a personal email address. Change your name to display a preferred name and let the faculty or host know what your name is on the class list if it is substantially different.
- **Arriving on Time:** Try to arrive early or on time. If you are late, join in a way that is minimally disruptive – stay muted, and do not ask what you have missed. If you are late for class, it is your responsibility after the class to access any missed materials on eConestoga if available, or to connect with your peers or faculty about missed content.
- **Use of Technology:** Have a reliable device charged and ready. Mute yourself except when sharing or asking questions. Keep your video turned on as much as possible. If you have internet connectivity issues, turn your video off except when sharing, asking questions or participating in a breakout room. If your participation is disrupting the online environment at any time, you may be muted or your video may be turned off by faculty or staff.
- **Clothing and Background:** Dress as you would to come on campus. Check and confirm that your video call does not show objects or images that could be offensive or distracting for other students, faculty or staff. If preferred, use a virtual background to hide your living space. Virtual backgrounds may not be allowed during an evaluation.

- **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.
- **Chat or Messaging:** Communication features are to be used for educational purposes and are intended to build community and enhance communication on a topic. Do not use chat or messaging functions for personal conversations. Do not send unwanted messages to others. Do not send messages which are sexual, harassing or bullying in nature. English is the medium of communication for all courses at Conestoga and should be used for any communication in the chat.
- **Respectful Communications:** Be polite and respectful in all of your communications. Do not interrupt while others are speaking. 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.

If you have questions about specific rules or you require an exception to the rules in any of your classes, workshops, events or appointments, contact the faculty member or staff facilitator. If you have questions about your rights or responsibilities as a Conestoga student, contact the [Student Rights and Responsibilities Office](#).

EMAIL ETIQUETTE

Email communication is complicated – people are missing visual or verbal cues like your tone, facial expression, or gestures. To avoid misunderstandings, think about 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. 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 considered spam when you send an email to an entire directory or address list of 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.
- **Personal Medical Information:** refrain from sharing any personal medical information in e-mail, except for in communication with health providers (medical clinic, counsellors) that have explicitly requested it.
- **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. If you are experiencing an [emergency on campus](#), you can contact [Safety and Security](#) at 519-748-5220 ext. 3357.

COMPLIANCE

It is anticipated that all students will comply with these expectations in order to ensure a positive and inclusive 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.