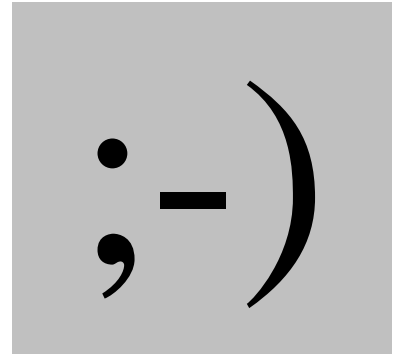


## Netiquette: Etiquette for the Internet

An important part of communicating online, whether through e-mail, discussion boards, chat, or another facility, is adhering to standard rules of behavior called netiquette. Not only is it polite, but it enhances the credibility of your communication.



Some basic dos and don'ts:

- Always assume anything you write could be viewed by anyone else. While you may send an e-mail in confidence, you have no control over who the recipient forwards your e-mail to. Despite the anonymous nature of the Internet, behave as if everything you write could appear on the evening news.
- Since written communication is devoid of emotion or other clues that we give others when talking over the phone or in person, be extra cautious about what you write. Remember that you aren't writing to a computer, you are writing to another person. Sarcasm, in particular, doesn't translate well online.
- Emoticons, like the sideways smiley face :), can be helpful to convey your intended meaning.
- Be concise. Keep your online conversations on topic.
- Do not use capital letters to emphasize a point. CAPS IMPLY THAT YOU ARE SHOUTING!
- If you are sending someone a large file, ask permission first. Depending on the type of Internet connection they have, it could take them a very long time to download your file. Also, some employees are prevented by corporate policies from downloading files larger than a certain size.
- Check your e-mail regularly. When people know you use e-mail, they will expect responses to their messages.
- When replying to an e-mail, quote only the parts of the message that are necessary, rather than the entire e-mail. Long quotes are difficult to follow.
- Use your best grammar, check your spelling, and use your most respectful language online. However, since you will meet people from many cultures who do not know English, (some of whom may be your ESL students!) it is considered to be poor netiquette to be critical of other people's spelling and grammar. Be critical of yourself, and forgiving of others.

The seminal reference for proper netiquette can be found at:

<http://www.faqs.org/rfcs/rfc1855.html>.