

## Virtual Instruction Etiquette Guide

Although this is a virtual classroom (and not face-to-face), appropriate classroom behavior is still expected. Virtual learning environments may lead to new situations however, student conduct and behavior expectations do not change for remote teaching and learning contexts. The Umpqua Community College Code of Student Conduct applies to online behavior as well as in-person or classroom behavior.

### In General

**Be polite and respectful. Respect others and their opinions.** Be open to others' perspectives and respect their feelings and opinions even when they are quite different from your own.

**Watch your language and tone carefully.** In a virtual classroom, it is more difficult to clearly see non-verbal communication cues. Be thoughtful with what you write or speak just like you would if asking a question or making a comment during an in-person lecture.

**Be forgiving.** If you are concerned about something that appears unacceptable or someone says something that you find offensive, mention it directly to the instructor. They are best equipped to address the situation.

**Be concise.** When you are contributing to a discussion, stick to the topic, be objective, and be as concise as you can to get your point across.

### Virtual Learning Etiquette

- Do your best to find a distraction free zone where you can actively engage in the coursework.
- Be aware of your surroundings as your instructor and classmates can see around/behind you. Make an effort to keep your background distraction free and consider using Zoom's default virtual backgrounds.
- Identify a learning space that has the strongest internet connection. Close unneeded applications on your computer to optimize the video quality.
- Be punctual and login on time. Communicate with your instructor if you will be late or if you lose your connection during class.
- Use your preferred name and consider uploading a profile picture.
- Consider using a headset with an external microphone for best hearing and speaking capabilities.
- Mute your microphone once you log in to the virtual classroom.
- If you wish to speak, raise your hand or use the "Raise Hand" button at the center of the bottom of your screen and wait for the instructor to call on you, unless

directed otherwise. When you have finished speaking, indicate you are done and mute your microphone.

- Instructors like to know when their students are engaged. When you are muted, try nodding your head or giving a thumbs up to let them know you are still engaged.
- In Zoom, gallery view allows you to see everyone in your meeting. This will make it easier to converse back and forth. However, if that is too distracting, switch to speaker view.
- Be prepared to take notes or to access course material.
- Assume all video, audio, and chat is being recorded and is available to the instructor and your classmates. Engage in discussions/dialogue responsibly and ask or post only class related questions and comments. If you were being inappropriate during class or there is suspicion in regards to your academic integrity, the recording could be turned over to the Dean of Students to review for misconduct.
- Any personal screenshots, picture capture, or recordings are for personal educational use and should not be shared on social media.
- Do not share the Zoom access information for your class with others and do not enter a Zoom that you weren't invited to.

### **For Instructors**

- For Possible Medical Emergency: Ask students if their physical address on file is accurate and if it is different, ask students to private message you their location.
  - If it appears that a medical emergency is occurring, call 911.
  - You can also call the non-emergency dispatch number at 541-440-4471 and request a wellness check.
- As the Zoom host, you have many tools to manage participants, including locking a meeting after everyone has joined, muting participants, and removing participants. Use these tools to manage disruptive or offensive participants
  - <https://support.zoom.us/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting>
- While remote instructing, should you observe signs of child abuse and neglect, remember that you are a mandatory reporter. To report suspected child abuse, call the Oregon Child Abuse Hotline at 1-855-503-7233. After making the report, email Human Resources and let them know you made a report.