Internet Etiquette

Unit: Communication and Technology Communication Skills

Problem Area: Using Internet Technologies

Lesson: Internet Etiquette

Student Learning Objectives.

Instruction in this lesson should result in students achieving the following objectives:

1. **Explain the importance of internet etiquette.**
2. **Identify positive Internet etiquette practices.**
3. **List commonly used Internet acronyms**

Resources.

The following resources may be useful in teaching this lesson:

E-unit(s) corresponding to this lesson plan. CAERT, Inc. http://www.mycaert.com.

"5 Rules of Proper Netiquette," *Sunstar.com*. July 24, 2015. Accessed Oct. 1, 2019. https://www.sunstar.com.ph/article/21241.

"15 Essential Netiquette Guidelines to Share with Your Students," *Educatorstechnology.com*. June 11, 2014. Accessed Oct. 3, 2019. https://www.educatorstechnology.com/2014/06/15-essential-netiquette-guidelines-to.html.

"Emoticon," *Wikipedia.org*. Accessed Oct. 7, 2019. https://en.wikipedia.org/wiki/Emoticon.

"Etiquette," *Bing.com.* Accessed Oct. 2, 2019. https://www.bing.com/search?q=etiquette+definition&form=WNSGPH&qs=AS&cvid=8fb6fdcb60094c1d93425c9d86689668&pq=etiquette+defin&cc=US&se.



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Hartney, Elizabeth. "Ten Basic Rules of Netiquette or Internet Etiquette," *Verywellmind.com*. Mar. 28, 2019. Accessed Oct. 4, 2019. https://www.verywellmind.com/ten-rules-of-netiquette-22285.

"Internet Etiquette," *Lifestyle.iloveindia.com*. Accessed Oct. 4, 2019. http://lifestyle.iloveindia.com/lounge/internet-etiquette-7805.html.

Mayne, Debbie. "Proper Internet Etiquette," *Thespruce.com.* Mar. 11, 2019. Accessed Oct. 4, 2019. https://www.thespruce.com/proper-internet-etiquette-1216946.

"Netiquette 101: Your Guide to Proper Behaviour on the Internet," *Medium.com.* Jan. 27, 2017. Accessed Oct. 1, 2019. https://medium.com/@TotalTechie/netiquette-101-your-guide-to-proper-behaviour-on-the-internet-b1e00a8a0b9d.

Tranter, Kim. "Internet Etiquette - 10 Rules of Netiquette," *Uticaod.com*. Sept. 7, 2017. https://www.uticaod.com/article/20120907/Blogs/309079938.

Wormus, Aaron. "10 Practical Rules for Your New Computer," *Aguyonclematis.com.* Dec. 26, 2013. Accessed Oct. 1, 2019. https://aguyonclematis.com/2013/12/10-practical-rules-for-your-new-computer/.

Equipment, Tools, Supplies, and Facilities

- ✓ Overhead or PowerPoint projector
- ✓ Visual(s) from accompanying master(s)
- ✓ Copies of sample test, lab sheet(s), and/or other items designed for duplication
- ✓ Materials listed on duplicated items
- ✓ Computers with printers and Internet access
- ✓ Classroom resource and reference materials

Key Terms.

The following terms are presented in this lesson (shown in bold italics):

- ➤ acronym
- ➤ emoticon
- ➤ etiquette
- ➤ flagging
- ➤ Internet
- ➤ netiquette
- ➤ shouting
- ➤ troll

Interest Approach.

Use an interest approach that will prepare the students for the lesson. Teachers often develop approaches for their unique class and student situations. A possible approach is included here.

> *Brainstorm with the students to create a list of guidelines for communicating successfully on the Internet. Write these on the board and discuss the relevance and importance of following established rules for Internet behavior and*

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communication. Remind them that polite behavior on the Internet is as important as it is with face-to-face communication. Discuss the consequences of both positive and negative Internet etiquette.

CONTENT SUMMARY AND TEACHING STRATEGIES

Objective 1: Explain the importance of internet etiquette.

Anticipated Problem: Why is Internet etiquette important?

I. Internet ***etiquette***, the customary code of polite behavior in society or among members of a particular profession or group, can help ensure on-line communications are positive, productive, and polite. Practices that are valued in face-to-face interactions are appreciated by Internet users, as well. The following guidelines can help in creating a positive online experience:

A. DOWNLOADING: The content available on the ***Internet***, a vast computer network linking smaller computer networks world-wide, can be a wonderful thing. It can also create unique issues of concern. Information should only be downloaded from credible and reliable sources. Opening or sharing email attachments can be especially problematic. Caution should be used in opening any emails that are unexpected, from unknown sources, or appear to contain suspicious content. If there are doubts about the source, it should not be downloaded.

B. SHARING: Over sharing any personal or delicate information leaves the user open to identity or information theft. Strong passwords should always be created. User names should never be revealed to family, friends, or contacts. Account information should be carefully protected. Tweets or social media posts that might relate to one's security questions should never be posted, and whenever possible a 2-step verification for accounts should be implemented.

C. GOSSIPING: It is important for Internet users to fact check information presented online. Sharing or spreading false or hurtful information could result in negative consequences. Unfortunately, scandalous stories or information spread quickly online. Responsible Internet users should develop practices for evaluating information received, and should never pass on information that could be potential damaging to others.

D. COMMUNICATING: When interacting with others on the Internet it is important to be considerate, respectful, and courteous. Ridiculing, humiliating, or demeaning language or remarks can be as damaging and harmful online as they would be in a face-to-face situation. Appropriate language and communication practices will result in positive Internet experiences for all.

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E. FLAGGING: ***Flagging*** is a slang term that refers to the process of marking an email, posting, or communication so that it receives additional attention. It is the responsibility of Internet users to report any content that violates established rules or regulations. YouTube alone uploads hundreds of hours of video every minute. It is important for viewers to identify or flag inappropriate material to YouTube so that modifications or changes can be made. Other inappropriate postings should also be reported to the publication sources, as well. Cleaning the online communities of questionable content helps in maintaining valuable resources.

Teaching Strategy: *Many techniques can be used to help students master this objective. Use VM-A to facilitate a review of Objective 1.*

Objective 2: Identify positive Internet etiquette practices.

Anticipated Problem: What are some effective Internet etiquette practices?

II. Many different rules for ***Netiquette***, the correct or acceptable way of communicating on the Internet, have been established and adopted by Internet users. Good netiquette is especially important when using e-mail, online chat, and newsgroups. One can find several different tips for navigating the Internet successfully. Some of the most common ones are listed below:

A. BE NICE: One of the most important rules for Internet use is to be kind and courteous. The Internet should never be used to rant, rage, or put down people, place, or institutions. Cyberbullying can be very damaging to the victim, and can result in serious consequences for the bully, as well.

B. KEEP POSTS BRIEF: Most Internet users want to save time. Long, wordy posts are unpopular and are not be well-received. Keep messages short and to the point.

C. DON'T SHOUT: ***Shouting*** occurs on the Internet when all capital letters are used in an email or a post. This is considered rude and aggressive, and is an unpopular way to send a message.

D. BE DISCRETE: When sending an email, commenting on posts, adding pictures to Snapchat or on Facebook, or creating a blog, one should always remember that items posted have the potential to live forever. No one should ever post anything they would not want a parent, boss, or child to see.

E. PROTECT INFORMATION: Information posted on the Internet is visible for multiple audiences. People should refrain from posting personal information such as addresses, phone numbers, social security numbers, driver' license information, travel plans, etc. Publishing this information makes one an easy target for burglars, predators, or thieves.

F. THINK BEFORE SENDING: It is a good practice to step away before posting a message or picture. Sometimes the first response to an email or situation is not the best one. Spelling, grammar, and content should always be rechecked before sending or posting.

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G. SUPERVISE CHILDREN: Any child using the Internet should have his or her friends, sites, and activities monitored very carefully. Children need protection from predators, as well as from communications or postings that could impact their future.

H. NEVER TAKE WHAT IS NOT YOURS: Internet users should never copy and/or post another's messages, images, programs, music, movies, without permission. It is a violation of copyright law, considered disrespectful and possibly illegal.

I. IGNORE TROLLS: An Internet ***troll*** is someone who starts quarrels and upsets people on the Internet with negative posts. The comments are typically rude and offensive, designed to instigate a quarrel or produce a response. Ignoring these kinds of posts will result in the troll moving on to someone else. Nothing positive can come from exchanging comments with an Internet troll.

K. HELP OTHERS: Offering advice and information to new Internet users can be very helpful. In cases where one spots a new user violating common rules or practices, the best way to help is to let him or her know privately. Never do anything that would embarrass or offend someone online.

L. WRITE CLEARLY: Avoid using an ***emoticon,*** pictorial representation of a facial expression using punctuation marks, numbers and letters, usually written to express a person's feelings or mood, when communicating with others. Using an ***acronym***, an abbreviation formed from the initial letters of a group of words and pronounced as a word in posting, can also be problematic. While many of these are recognized and understood by many Internet users, they are not used or understood by everyone.

Teaching Strategy: *Many techniques can be used to help students master this objective. Use VM–B to reinforce guidelines for communicating on the Internet.*

Objective 3: List commonly used Internet acronyms.

Anticipated Problem: What are some commonly used acronyms?

III. As communication practices on the Internet have advanced, the use of emoticons and acronyms have increased, as well. Their use can result in confusion or misunderstanding if the meanings are not clearly understood by everyone involved. However, the reality is that both emoticons and acronyms are still being widely used with both formal and informal communications. Some commonly used acronyms are included in the table below:

Acronym	Meaning
BTW	By the way
TTYL	Talk to you later
LOL	Laughing out loud

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Acronym	Meaning
ROTFL	Rolling on the floor laughing
FWIW	For what it's worth
POV	Point of view
B/C	Because
AYOR	At your own risk
B4N	Bye for now
DF	Dear friend
EML	Email me later
SFW	Safe for work
OIC	Oh, I see
TYVM	Thank you very much
HRC	If I recall correctly
EOM	End of message
C&P	Copy and Paste
HTH	Hope this helps
NNTR	No need to reply
YAM	Yet another meeting

Teaching Strategy: *Many techniques can be used to help students master this objective. Use VM–C to facilitate a discussion about commonly used Internet acronyms.*

- **Review/Summary.** Use the student learning objectives to summarize the lesson. Have students explain the content associated with each objective. Student responses can be used in determining which objectives need to be reviewed or taught from a different angle. If a textbook is being used, questions at the ends of chapters may also be included in the Review/Summary.

- **Application.** Use the included visual master(s) and lab sheet(s) to apply the information presented in the lesson.

- **Evaluation.** Evaluation should focus on student achievement of the objectives for the lesson. Various techniques can be used, such as student performance on the application activities. A sample written test is provided.

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Answers to Sample Test:

Part One: Matching

1. f
2. b
3. a
4. g
5. c
6. d
7. e

Part Two: True/False

1. T
2. F
3. T
4. T
5. F
6. F
7. F
8. T

Part Three: Short Answer

1. Answers should vary but should include four of the following five:
   a. Addresses
   b. Phone numbers
   c. Social security numbers
   d. Driver's license information
   e. Travel plans
2. Answers may vary but should include:
   a. Protection from predators
   b. Keeping them from posting anything that might reflect negatively in the future.

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Sample Test

Name _____

Internet Etiquette

Part One: Matching

Instructions: **Match the term with the correct definition.**

a. acronym
b. etiquette
c. flagging
d. Internet
e. netiquette
f. shouting
g. troll

_____1. This occurs when all capital letters are used in an email or a post.

_____2. The customary code of polite behavior in society or among members of a group

_____3. An abbreviation formed from the initial letters of a group of words and pronounced as a word

_____4. Someone who starts quarrels and upsets people on the Internet with negative posts

_____5. A slang term that refers to the process of marking an email, posting, or communication so that it receives additional attention

_____6. A vast computer network linking smaller computer networks world-wide

_____7. The correct or acceptable way of communicating on the Internet, which have been widely accepted among Internet users

Part Two: True/False

Instructions: **Write *T* for true or *F* for false.**

_____1. Caution should be used in opening any emails from an unknown source.

_____2. Passwords and user names should only be shared with close friends or family.

_____3. Inappropriate content should be flagged and reported.



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_____4. Communications should be respectful, courteous, and considerate.

_____5. Long posts are appreciated and valued.

_____6. One should respond quickly and firmly to a troll.

_____7. Materials posted on the Internet can be taken and shared without permission.

_____8. Cyberbullying can be very damaging to the victim.

Part Three: Short Answer

Instructions: **Answer the following.**

1. List four things that should never be posted on the Internet.

2. List two reasons children using the Internet should be supervised.

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INTERNET ETIQUETTE GUIDELINES

- Downloading: Only download from credible and reliable sources.
- Sharing: Over sharing can result in identity or information theft.
- Gossiping: Always fact check information presented online.
- Communicating: Treat others with consideration, respect, and courtesy.
- Flagging: Report or flag any inappropriate content.



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EFFECTIVE NETIQUETTE PRACTICES

- Be nice
- Keep posts brief
- Don't shout
- Be discrete
- Protect information
- Think before sending
- Supervise children
- Never take what is not yours
- Ignore trolls
- Help others
- Write clearly



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COMMON INTERNET ACRONYMS

Acronyms: Abbreviations formed from the initial letters of a group of words and pronounced as a word.

BTW	By the way
TTYL	Talk to you later
LOL	Laughing out loud
ROTFL	Rolling on the floor laughing
FWIW	For what it's worth
POV	Point of view
B/C	Because
AYOR	At your own risk
B4N	Bye for now
DF	Dear friend

EML	Email me later
SFW	Safe for work
OIC	Oh, I see
TYVM	Thank you very much
HRC	If I recall correctly
EOM	End of message
C&P	Copy and Paste
HTH	Hope this helps
NNTR	No need to reply
YAM	Yet another meeting



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LS–A

Name _____

Basic Internet Etiquette Rules

Purpose

The purpose of this activity is to identify basic Internet etiquette rules.

Objectives

1. Describe the basic netiquette practices presented in the video.
2. Identify the areas of Internet etiquette needing improvement.

Materials

- lab sheet
- writing utensil
- computer with Internet access

Procedure

1. Watch the short YouTube video entitled "Netiquette Video," at https://www.youtube.com/watch?v=H56tbpN30kM.
2. Take notes on the specific areas presented in the video.
3. Consider your own personal strengths and weaknesses.
4. Rank the areas (1- highest, 5-lowest) in terms of your own need for improvement.
5. Complete the lab sheet and turn it in to your instructor.
6. Discuss the video and the areas you identified for improvement with your class.



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Internet Etiquette	Notes	Rank
What is Netiquette?		
Rules of Thumb		
Personal Safety		
Emoticons and Acronyms		
Proofreading Posts		
Think Before Posting		

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