

Classroom Communication & Etiquette Tips

Overview of Webinar

Communication with Faculty & Staff



Group/Peer Communication

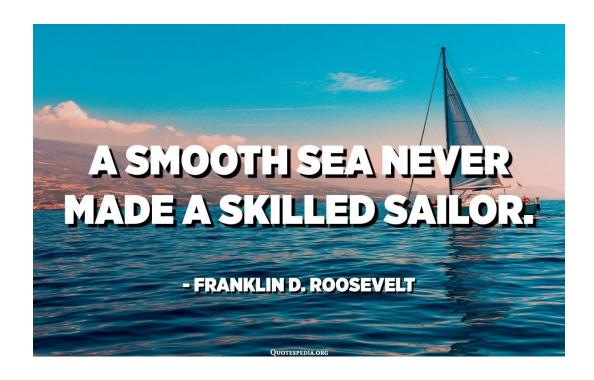


"Netiquette" & Zoom Tips





Online Learning



Communication with Faculty & Staff

Communication with Faculty & Staff

What is the difference between faculty and staff?

Faculty

- Use appropriate title, such as Dr. or Professor (unless they tell you otherwise)
- Schedule and response time will differ
- The best way to contact them is usually on their syllabus
- Usually hold virtual office hours

Staff

- Usually go by their first name or full name (unless they tell you otherwise)
- Tend to work Monday Friday from 8am -5pm (excluding holidays)
- Email is usually the best way to contact
- You can set up a virtual meeting or appointment with most of them



How do I know how to address faculty/staff?

#1 rule - address them how they want to be addressed (the "platinum rule")

You can check the syllabus, look at how they address their emails, and/or ask them directly

If you don't know what they prefer:

- Err on the side of being overly formal/respectful until you know otherwise
- Professor [their last name] if they are a faculty member
- Dr. [their last name] if they hold a doctorate degree such as a PhD, EdD, DTh, DrPH, DEng, etc.
- Using "Mr.", "Mrs.", or "Ms." can be outdated and could even offend people
- If you are not sure their title or gender, just use their full name (i.e. Dear Anne Smith)



Email Do's and Don'ts





- Use your Pepperdine email account
- Use manners please & thank you
- Keep it short and clear, but include all necessary information (bullet points can help)
- Read through the email out loud before sending
- Mention what you've already tried to do to find an answer to your question

- Use slang/profanity
- Use ALL CAPS
- Use emoticons ;)
- Use too much punctuation!!??!!??
- Use forceful language or tell them what to do (i.e. "Get back to me immediately")
- Use an email to communicate frustrations or concerns - make a phone/Zoom appointment



Emailing with Faculty

- Before sending them an email, see if your question is answered on the syllabus (due date, page length, etc)
- Appropriate subject line short, specific
- Professional greeting "hello" or "dear" or "good morning", etc. No "hi" or "hey" (too casual)
- Explain who you are "I am in your Tuesday night ECNM 652 class"
- What are you asking them to do?
- Signature (usually good to include ID#)





The Email "Formula"



- Subject line
 - Question About, Request For, etc.
- Greeting
- Who are you?
- Why are you writing?
- What have you already done?
- What are you asking them for?
- Thank them
- Signature

Always keep in mind: Once you send an email, you can't take it back. It can be forwarded to other, relevant departments.



Responding back-and-forth in an email

- Continue to use greeting and signature, even if they don't
- Start a new email for new requests, don't just reply to an existing email chain
- "Reply All" if they've cc'ed someone
- Avoid "email tennis" if the conversation involves a lot of back-and-forth, try to schedule a zoom or phone session instead



What is FERPA, and what does it mean for you?

Family Educational Right and Privacy Act

- 1974 United States Federal Law
- Protects the privacy of student educational records and limits record sharing abilities
- Does not apply to "directory" information, such as name, dates of attendance, program, etc.
- Can be disclosed for "legitimate educational interest" to a school official

- Educate yourself on your rights and what this law means for you:
 - Communicate from your Pepperdine email
 - Student meetings are usually individual
 - Cannot make a request/change on behalf of another student



Group & Peer Communication

Why is it important to know how to get along well in a group?

Group Work

- Remember: You do not have to be best friends with your group
- Be flexible when scheduling time (different time zones)
 - Record the meeting if someone cannot make it
- Have an introductory meeting
 - Create group norms, roles, expectations, format, timelines
 - Everyone signs it
 - Don't do any "work"; just lay the "ground work"
- Assign roles evenly (approximate) collaboration is the point!
- Always leave a meeting clear on next steps and write them down
- Keep your group members updated if you need help or think that you will not be able to honor one of your commitments. Come prepared with a back-up plan
- View sample group member rubrics and assess yourself and your contributions regularly





What About Group Member Issues?

- Address it as soon as something happens
- Address it directly with them before going to the professor
 - Try to do it via Zoom or over the phone; Use email only as a last resort
- Define the issue clearly
 - Phrase information in i-statements such as "I need your help" instead of "You're not doing this"
- Remind them of what they agreed to in the introduction meeting
- Listen to them and come to a mutual solution
- Document communication and agreements in case you have to escalate the situation



Professional Conduct in the Classroom

What are some of the Expectations of Students?

- Attendance
 - Consistent attendance and punctuality for synchronous sessions
 - Advance communication regarding unavoidable absences, tardiness, etc.
- Refrain from disrupting or interfering with the learning process
 - Put away distracting devices like your phone, unless told otherwise
 - Maintain attentiveness and interest
- Prepare fully for each class
 - Participate actively and constructively
- Complete assignments with honesty and integrity, in accordance with the Code of Academic Ethics
 - Meet established deadlines
 - o Follow instructions for assignments and ask for clarification when needed
- Demonstrate respect and courtesy in all interactions with fellow students, staff, and faculty
- Take responsibility for your own actions/decisions and their consequences
 - Do the "right thing" even when no one is watching



Zoom Professionalism & Best Practices

("Netiquette")

Zoom Picture/Video

- Have a neutral, clean, organized background
- Use a Zoom virtual background (on a plain backdrop)
- Put lighting in front of you (highlight your face)
- Look at the camera; not at the screen
- Always be conscious of what you are doing
- Position your computer at eye-level and sit back
 - Prop it up on books or reposition your screen
 - Ensure you are in the frame from mid-torso to top of your head





Zoom Sound



- Use a pair of headphones/headset
- If you don't have a headset, don't have your volume on full setting
- Mute yourself unless you are talking
- When not on mute, avoid shuffling papers or typing
- Only speak one at a time (use the "hand raise" feature or chat box to speak up)

Other Zoom Tips

- Check your Pepperdine Zoom account settings
- Be conscious of your attire and what it communicates
- If you live with others, notify them when you have class
- Test your internet connection in advance
- Join via a computer (instead of phone) if possible
- The Zoom chat feature is not private
- Show your engagement by nodding, smiling, or using the Zoom reaction features





