



Guidance on “Online Etiquette”

The standards expected of you as student dental professionals do not change because you are communicating online, rather than face-to-face. You are expected to behave professionally and responsibly both online and offline. The same high professional standards apply online as in all settings. Some technical guidance is available here to prepare for online sessions

On this basis, online behaviour is viewed in exactly the same way as within a face-to-face setting. Registers are used to record attendance. Please be punctual and follow the usual protocol for planned or unplanned absences by logging your absence in the appropriate way..

Student Etiquette for Online Teaching & Meetings

Before the meeting: setting up your surroundings

1. Find a comfortable, quiet and professional workspace. It has been shown that the first thing others notice at online meetings is your background! Consider posting a notice that a meeting is on-going if you are in a shared living arrangement or using headphones to minimise extraneous noise.
2. Ensure your workspace is as close as possible to the Wi-Fi router to avoid experiencing a poor signal.
3. Dress as you would dress for face-to-face teaching.
4. Where possible use your desktop PC or laptop rather than a mobile device.
5. Turn your camera on.

6. Check your camera and microphone are working.
7. If you wish to use a background image choose a standard one or upload an appropriate one.
8. Mute notifications from all other apps – these will distract you and other attendees.
9. Prepare a drink to bring with you if you wish, but do not bring food to an online meeting, unless this is a lunchtime session, though they are not recommended.

During the meeting: staying focused and professional

1. Join the meeting with your camera on and your microphone off.
2. The preference is for videos to remain on however, if your connection is slow, switch the video off (and all incoming videos available in the setting options).
3. Keep your microphone turned off unless you are speaking, especially if you are typing on keyboard an answer to post on chat.
4. Do not use your phone during meetings – this would be considered unprofessional in the same way that you would not use your phone during a face to face teaching seminar.
5. A small group session will start with a hi from everyone, so we all know who is online and please also write hi in the chat box if attending a session where participation is expected and attendance is monitored. For a lecture no need to do this.
6. When attending online sessions where participation is expected If no one volunteers to speak, the tutor may have to revert to a lecture style approach to fill in the silence which is not the purpose of these seminars. Please be brave and speak up when you feel able to.
7. During live lectures, wait until the end to ask a question, unless the lecturer indicates at the start that you can ask questions throughout.
8. During seminars and small group teaching if other students are presenting, wait until the end to ask a question.
9. You can also utilise the chat box to ask a question or to indicate you want to raise a point rather than interrupting.
10. Asking questions or providing ideas can be a bit daunting at first, but do not worry, it is really like being in class. You get used to it after a while. To request to speak, use the 'hand raise' button or the chat feature.
11. Online teaching and meetings may be recorded if it is necessary, for example, to help with producing minutes of the meeting. Attending staff will confirm if this is the case and explain the purpose of the recording. A message will appear on your screen to confirm when recording is in place. On the occasions when meetings are recorded – if you do not wish to be recorded, please turn your camera off and submit your comments via the chat feature.
12. Attendance will be recorded by staff. Please ensure your own full name is correctly written when you join the meeting so that we know you are there. You should be using your university email account when logging into these sessions.

After the meeting: making the most of your time

1. Reflect on your notes in the same way that you would for face-to-face teaching.
2. Add the date of your next meeting(s) to your diary and consider using a notification to remind you an hour or so in advance of the next meeting starting so that you can prepare, be present and contribute to the session.

Troubleshooting:

1. On the rare occasion that you may have difficulty with internet connection or the function of your computer, please let the staff know at the beginning of the session.
2. If the connection is poor you can switch off your video and keep audio + messaging available for communication
3. Contact the IT support team if difficulties recur as they may have some advice to guide you.

Staff Etiquette for Online Meetings

Before the meeting where possible:

1. Please use a desktop or laptop rather than a mobile device.
2. The workspace should be as close to the WIFI router as possible to avoid poor signal
3. If you have suitable headphones, please consider their use in shared offices, and where sensitive information may be discussed.
4. Mute notifications from all other apps – these will distract your attention and that of other attendees.
5. Lunchtime meeting attendees may bring lunch, however, preferably food is otherwise best avoided.
6. Where appropriate, documentation for reviewing during meetings will be made available on the online session platform for viewing. Where preferred, the meeting organisers and administrators will share their screens.
7. If possible, please try to arrive a few minutes before the meeting commences to enable the Chair to welcome all attendees and to record attendance accurately.

During the meeting:

1. Meetings will vary in relation to the level of interaction that is expected to take place. Attendees of interactive meetings are requested to keep their cameras on in order to

encourage engagement and to enable the meeting Chair to address attendees as they might do at a face to face meeting.

2. The meeting Chair will clarify at the commencement of each meeting whether the meeting is to be recorded and, if it is to be recorded, the purpose of the recording and plans for sharing the recording, where applicable. A message will appear on your screen to confirm when recording is taking place. If you do not wish to be recorded, please turn your camera off and submit your comments via the chat feature.
3. The meeting Chair will clarify the arrangements for discussion and raising questions at the commencement of each meeting. Usual practice for formal and/or large meetings will include use of the 'hand raise' button or the chat feature to raise questions. This allows all attendees to speak and allows the Chair to address all queries with equal opportunity.
4. If you have used the hand raise button, please remember to lower your hand once your question or comment has been made so that the Chair can move on.
5. Please keep your microphone turned off unless you are speaking in order to avoid noise disturbance. Remember to unmute when you want to speak!
6. Please avoid working on other tasks during the meeting.

Troubleshooting:

1. On the rare occasion that you may have difficulty with internet connection or the function of your computer, please let the staff know at the beginning of the session.
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