POSITIVE ONLINE BEHAVIOUR

Before you do something online, ask yourself ‘Would I do or say the same thing in person?’ If the answer is no, then it’s not something for online either.

WHAT IS ONLINE?
- Classes and tutorials.
- Discussions via email and in iLearn.
- Information sites and platforms such as chat and social media channels.
- Online events and other co-curricular programs such as mentoring and Peer Assisted Learning.
- Student group events, MacSync, informal study groups and student group social media.

GOOD ONLINE BEHAVIOURS
- Treat others with respect.
- Don’t act in a way that stops others from participating or enjoying their uni experience.
- Be mindful of the safety and wellbeing of others – physically and mentally.
- Do not damage the University’s reputation.
Top tips for effective online communication

1. **ASK RESPECTFULLY**
   Word your comments clearly, and don’t overwhelm your reader with unnecessary background information. Not sure how to write an email to your tutor or lecturer? Find an example email [here](#).

2. **READ IN CONTEXT AND DON’T RESPOND INSTANTLY**
   When you read a forum post or an email reply that seems offensive or upsetting, don’t react immediately. It may simply have been written in a hurry or without attention. Take a moment to think about the issue and get perspective, and respond when you’re feeling calmer.

3. **WRITE CAREFULLY**
   Communication in a face-to-face classroom includes your words, tone of voice, facial expressions and body language. These physical cues are missing when we communicate online, which makes it difficult to express humour, irony, sarcasm, disagreement or frustration in an online discussion or blog post. Use language thoughtfully in online communication, and take care to write responsibly and clearly.

4. **LISTEN ACTIVELY IN ONLINE CLASSES**
   Active listening can help you to participate effectively in online classes and tutorials, especially in breakout spaces. Demonstrate respect for your classmates by asking questions and offering responses, as if you were in a face-to-face classroom.

5. **MANAGE CONFLICT WELL**
   Resolve online disagreements by practicing positive communication: explain your position clearly, take responsibility for your actions, prioritise finding a solution and be prepared to compromise with others. Take your conflict out of the public space. If you’re experiencing conflict online, don’t continue it in a public space, such as chat or online group environments, as this invites other people into the discussion and can make the situation worse. Move to one-on-one communications such as email or private chat.
If you experience disrespectful online behaviour, support and report.

**SUPPORT FOR STUDENTS**

**Student Wellbeing**  
**T:** (02) 9850 7497 (Monday – Friday, 8.30am – 5.30pm)  
**T:** 1800 227 367 (24/7)  
**E:** wellbeing@mq.edu.au

**Lifeline**  
**T:** 13 11 14

**MensLine**  
**T:** 1300 789 978 (phone and online support and counselling 24/7)

**QLife**  
**T:** 1800 184 527 (LGBTIQA+ phone and webchat support, 3pm – midnight)

**SUPPORT FOR STAFF**

Your Human Resources Business Partner Benestar (Employee Assistance Program)  
**T:** 1300 360 364

**REPORT TO THE UNIVERSITY**

You can report anonymously, and we’ll help you through the process.

**KEY POLICIES**

Be familiar with relevant codes and policies at **Policy Central**.  
You have agreed to follow the following policies and should understand the consequences of your behaviour:

- Student Code of Conduct  
- Student Sexual Assault and Sexual Harassment Policy  
- Discrimination, Bullying and Harassment Prevention Policy