

Online Behaviour: Student Guidance

Online Behaviour at London Metropolitan University

It is important that we are all contributing to and feel part of a safe and respectful community at London Metropolitan University. We want you to get the best out of your virtual interactions with staff and your peers.

Regardless of if we are posting in forums, taking part in a virtual teaching session, or messaging a private or public chat group, we must work together to and treat each other with the same respect as we would in a face-to-face world.

The principles outlined are not new; London Metropolitan University is a community and as members of this community, all students are expected to adhere to Section 16 Student Conduct 2020/21. You should take care to ensure that any content you create or any message you send could not be considered offensive or discriminatory.

Whilst it is rare for somebody to intentionally behave inappropriately online, sometimes comments can cause unintentional harm. Debates, discussion and presenting different ideas and opinions is an important part of professional, personal and academic development. Adhering to these principles set out in this guide will ensure that your time at LMU is respectful, upholds the rights and dignities of yourself and others, and is a conducive environment to achieve your learning outcomes.

Guidance in using Online Learning and Media Platforms

The following list outlines how to conduct yourself when using online learning and social media platforms.

- **Maintain a respectful tone:** Discriminatory, offensive or harassing content may be investigated under Section 16 Student Conduct Regulations 2020/21.
- **Respect and uphold the rights and dignity of others:** Derogatory comments relating to race, colour, ethnic origin, sex, age, disability, religion, sexual orientation or gender identity will not be tolerated in an online or face-to-face setting.
- **Think about effect rather than intention:** Think about how your message might be interpreted. Even if you did not mean to be dismissive or confrontational, it may be perceived that way.
- **Do not flame:** Flaming is what people do when they express strongly held opinions without holding back any emotion. The content usually expresses anger and is designed to anger the reader.
- **Think before send:** Before you write something, ask yourself if you would say what you are about to put into a chat message or an email. Also, consider if what you write you would say in a classroom with all of your peers in front of you.
- **Cool off:** If you are angry about something, wait a day to cool off before you communicate with the person or situation that has angered you.
- **Respect other people's opinions:** Be respectful of other's opinions. Being open to new perspectives is important in academic discussions. If you do not agree with something, find a way to depersonalize the difference in opinion. Communicate your point in a way that does not put down the other person or attack their opinion. Focus on how you can effectively communicate what you need to say. If someone writes something that you think is genuinely offensive or hateful, draw it to the attention of your tutor or lecturer.
- **Identify the boundaries:** When creating groups through the use of WhatsApp or other social media, form boundaries with your peers of what the purpose of the group is and maintain this boundary.

Reporting Incidents

Students at London Metropolitan University can report allegations of online misconduct to the Student Conduct Officer. It is recommended that allegations are reported using the 2020-21 Misconduct Incident Report Form. Please send all completed forms to conduct@londonmet.ac.uk. The Student Conduct Officer for your school will look at the allegation report and will make contact with you:

Amy Brazier for Art, Architecture and Design (AAD), Guildhall School of Business (GSBL) and School of Computing and Digital Media (SCDM)

Neha Karia for School of Human Sciences (SHSC), School of Social Professions (SSPR) and School of Social Sciences (SSSC).

Support

The University has a range of Wellbeing Support if you feel impacted by an incident. You can, should you wish to do so, make contact with our Student Support Services.

If you need urgent or emergency support, please call emergency services by dialing 999 or University Security on 6666 if you are on campus.