Communicating successfully in your online class

•We are an online community and as such we need to interact. Because we don't see the person on the other end, online interaction can sometimes be ambiguous, unclear, and probably rude. Respect, sincerity, and camaraderie are essential in the online environment. Therefore, it is very important to keep the following in mind:

Subject line

When emailing, always clearly identify the topic in the subject line. Try not to send messages with a blank subject line. The topic in the subject line helps others identify, categorize, and/or prioritize the message. For example:

To:	"Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>
Cc:	
Bcc:	
Subject:	APA

Greeting

Always try to greet when communicating online. Greeting helps give the sense that one is communicating with a human being, not a machine. For example:

To: "9	Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>		
Cc:			
Bcc:			
Subject: 🛕	PA		
Pri	iority Normal 🔻 Receipt: 🔲 On Read 🔲 On Delivery		
S	Signature Addresses Save Draft Send Groups Che	eck Spellir	ng
Good mor	rning Silvio,		
Times Ne			

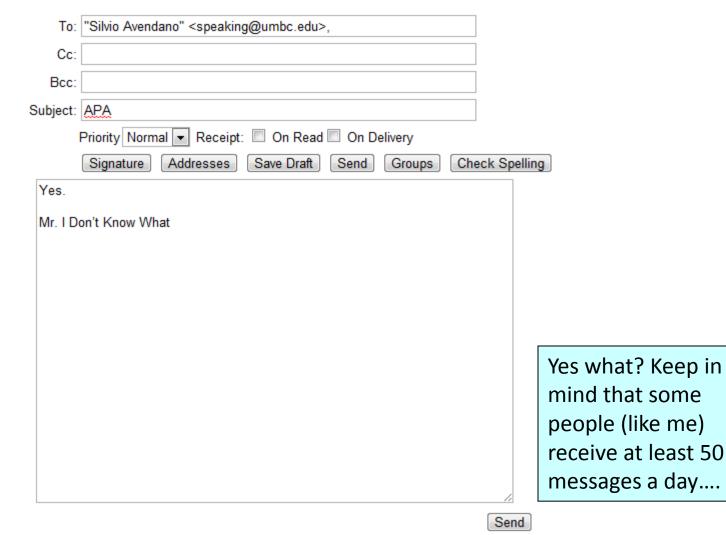
Other greetings: Hello Ms. Grisham Dear Mrs. Brese Dear Dr. Taylor

Send

Context

When replying to an email message, include part of the message that you are responding to or paraphrase the other person's message. Always provide a context. Otherwise, the person on the other side of the cyber world will not know what you are talking about. Look at the following examples:

A) Not so good



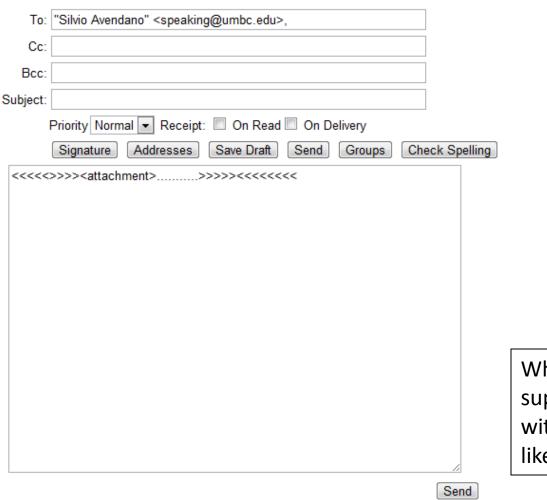
B) Good

	To:	"Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>	
	Cc:		
	Bcc:		
3	Subject:	APA	
	F	Priority Normal 💌 Receipt: 🔲 On Read 🔲 On Delivery	
		Signature Addresses Save Draft Send Groups Check Sp	elling
	Dear Si	lvio,	
	interest	previous message, you asked if I would be led in learning more about APA. The truth is that lease refer me to a Web site that can help me.	
	Ms. Co	ntext	

Attachments

Do not send attachments with a blank subject line and a blank message. Receiving a message like this is very scary. Advise or warn the person you're emailing about the content of the attachment. Look at the following examples:

A) Not so good (and very scary):



What is one supposed to do with a message like this?

B) Good

To:	"Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>	
Cc:		
Bcc:		
Subject:	Assignment for Week of Oct 3rd	
	Priority Normal 💌 Receipt: 🔲 On Read 🔲 On Delivery	
	Signature Addresses Save Draft Send Groups Che	ck Spelling
Hello S	Silvio,	
sendin	that you're enjoying the nice weather at UMBC. I am g my assignment for the week of October 3rd. Please tached.	
Thank	you,	
Tom		
		Send

Attach: Choose File No file chosen

Add (max. 8 M)

Signing

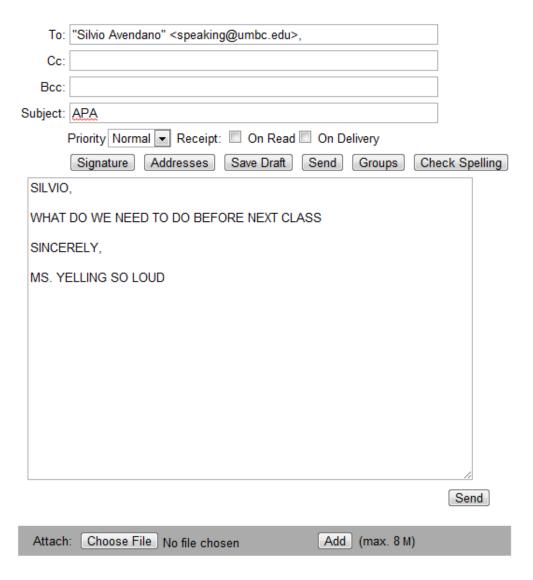
Always sign your messages so that others know who you are...Remember that we can't see you...but we can "hear" you. For example:

To:	"Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>	
Cc:		
Bcc:		
Subject:	APA	
	Priority Normal Receipt: On Read On Delivery	
	Signature Addresses Save Draft Send Groups C	heck Spelling
Hello S	Silvio,	
	that you're enjoying the nice weather at UMBC. I am g my assignment for the week of October 3rd. Please see ed.	
J. Smit	th	
		Send
Attach	n: Choose File No file chosen Add (max. 8 M)	

Yelling

Don't yell! If you use capitals, everybody else will think you're yelling. Please use capitals only when necessary, i.e., emphasizing.

A) Not good



B) Good

To:	"Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>	
Cc:		
Bcc:]
Subject:	APA	
	Priority Normal Receipt: On Read On Delivery	
	Signature Addresses Save Draft Send Groups Ch	eck Spelling
Silvio,		
What d	do we need to do for next class?	
Mr. I D	on't Yell	
		//
		Send

Add (max. 8 M)

Attach: Choose File No file chosen



Having a bad day

If you are having a bad day, go take a short walk or breathe before you compose an email message for the class. Because cyber communication lacks the non-verbal language that non-cyber communication has, messages might come on too strong if we do not choose a soft language when communicating online. You can always make your voice heard in a nice way. Messages are often misinterpreted if you do not use the right wording. Sometimes we do not mean harm...but we might hurt others unintentionally...so choose your wording carefully....and give others the opportunity to be heard too. Look at the examples below:

A) Too strong:

_		7
10:	"Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>	
Cc:		
Bcc:		
Subject:	My assignment!!!	
	Priority Normal Receipt: On Read On Delivery	
	Signature Addresses Save Draft Send Groups Ch	neck Spelling
I sent n	ny assignment last week!!	
Mr. Str	ona	
		//
		Send

B) Not very strong:

To:	"Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>	
Cc:		
Bcc:		
Subject:	About my assignment	
	Priority Normal 💌 Receipt: 🔲 On Read 🔲 On Delivery	
	Signature Addresses Save Draft Send Groups Che	ck Spelling
Dear S	ilvio,	
my ass me kno Thanks	you please look at your files and check if you have signment for last week? If you don't have it, please let ow and I'll resend.	
		Send

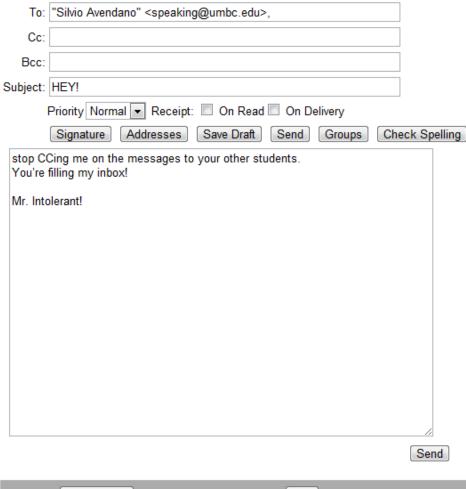
Add (max. 8 M)

Attach: Choose File No file chosen

Tolerance

Tolerance and patience are very important in the cyber world. If something is annoying you, say it in a nice way and support your statements. Give arguments or reasons.

A) Not tolerant:



B) Tolerant

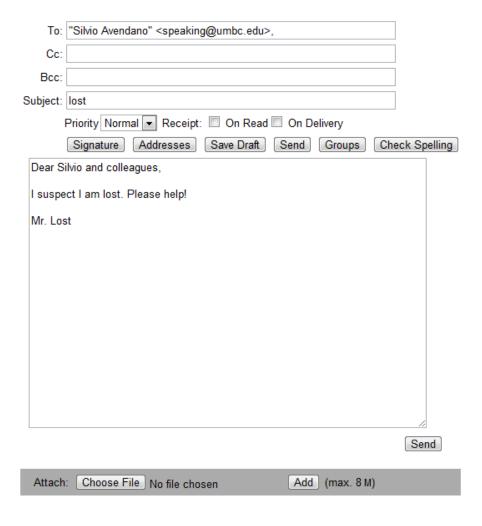
	To: "Silvio Avendano" <speaking@umbc.edu>,</speaking@umbc.edu>	
	Cc:	
	Bcc:	
5	Subject: receiving messages	
	Priority Normal 🔻 Receipt: 🔲 On Read 🔲 On Delivery	
	Signature Addresses Save Draft Send Groups Check Spellin	ng
	Dear all,	
	I just realized that I have been receiving messages that probably don't concern me. Is there a reason for being Cc'd on class messages? Please advise me on this matter.	
	Have a wonderful day everyone!	
	Ms. Tolerant	
	Send	

Interaction

Presence and interaction are also important in the cyber world. It is good to know that someone is listening to us on the other side. Always, make every effort in assuring us that there is someone else on the other side. Say something. Many times you will be required to respond to messages and you will be graded for that. Other times you will not be required to do so. Regardless of requirements, it is always good to interact, to make others feel that they are important too. You might want to use your own judgment to do this. The whole idea is that we don't want others to feel lonely. We certainly want everyone to feel that they belong to a community.

Getting lost

It is very easy to get lost in the cyber world. If at any time you suspect that you are lost or know of someone who might be lost, please let us know as soon as possible. We will make every effort to bring you or anybody else back to the class. Communication is important. Ask for help. Cry for help! Never, never be embarrassed to ask questions or to ask for help. An exemplary message follows:



The End