

## **Communication**

Communication can be more complex and challenging online than in face-to-face conversations. During online communication, persons miss the subtle tones, facial expressions, and gestures that contribute to the expression of meaning and intent.

Before posting your messages to classmates, reread your message to see if it accurately represents what you are trying to say.

When you read others' messages, be open to the idea that text messages can sometimes seem abrupt when that was not the intent of the author.

### **Basic “Protocol” for Online Communication**

- Do not use ‘caps’ to compose your messages. Capitalized words are generally used for emphasis and also, to indicate yelling.
- Reread your messages before sending and check to make sure that they contain sufficient detail to make sense. For instance, even though you might be responding to a specific email, try not to say things like, “I am really against it.” Explain what the “it” is that you are speaking about, such as: “I am really against mixing different theories.”
- Email contact with the Course Director must include:
  - Your first and last name
  - Course number
  - Subject of email (i.e., assignment #1, exam #3, midterm, general questions, etc...)
- Please communicate clearly and professionally in all emails. Misunderstandings are common in email communication. Therefore, please be sure to save all email communication sent by you and received by you in this course.