

# POSTING ON FORUMS AND CHAT

**"NETIQUETTE"** refers to rules of etiquette that apply to online communication.

Contributing to eFundi Forums and CHAT rooms, WhatsApp groups and in the Zoom or TEAMS chat functionality



## Check before you post

Before posting, check if anyone has asked it already and received a reply.

**RULE 01**

## Stay on topic

Don't post irrelevant links, comments, thoughts or pictures.

**RULE 02**

## Say "Please" and Thank you"

Always remember to say "Please" and Thank you" when soliciting help from your peers.

**RULE 03**

## DO NOT GUESS!

If you reply to a question from a peer, make sure your answer is accurate! If you're not 100% sure don't reply.

**RULE 04**

## Be brief

If you write a long dissertation in response to a simple question, it's unlikely that anyone will spend the time to read through it all.

**RULE 05**

## Be forgiving

If your classmate makes a mistake, don't badger him or her for it. Just let it go – it happens to the best of us.

**RULE 06**

## Respect the opinion of your peers.

If you feel the need to disagree, do so respectfully and acknowledge the valid points in your classmate's argument. Acknowledge that others are entitled to have their own perspective on the issue.

**RULE 07**

Don't badmouth others or call them, or their ideas, stupid. You may disagree with their ideas, but don't mock and disrespect the person

**RULE OF THUMB:**  
If you wouldn't do or say something in real life, don't do it online either

## Don't type in ALL CAPS!

If you do, it will look like you are screaming.

**RULE 08**

## Don't write to sound...

Don't write anything that sounds angry or sarcastic, even as a joke, because without hearing your tone of voice, your peers and/or lecturer might not realise you're joking.

**RULE 09**

## Summarise all answers

If you ask a question and many people respond, summarise all answers and post that summary to benefit your whole class.

**RULE 10**

## Quote when referring

If you refer to something a peer said earlier in the discussion, quote just a few key lines from their post so that others won't have to go back and figure out which post you're referring to.

**RULE 11**

## Asking "easy to find" questions

Before asking a question, check the class FAQs or search the internet to see if the answer is obvious or easy to find.

**RULE 12**

## Resolved issue

Check the most recent comments before you reply to an older comment since the issue might have already been resolved or opinions may have changed.

**RULE 13**

## Spelling and grammar matters

Run a spelling and grammar check before posting anything. It only takes a minute but contributes to you sounding more knowledgeable.

**RULE 14**

