

Malta Business School

Netiquette for Online Learning

Revision History			
Version Number	Revision Date	Revised by	Summary of changes
Version 0	01-03-2020	CC	Set up of document
Version 1	06/09/2025	SG, CC	Review and slight updates.

MBS Netiquette for Online Learning

1. Definition of netiquette

1.1 Netiquette is a combination of the words Internet and etiquette, and refers to the standards of conduct expected during online interactions.

1.2 It establishes a code of respectful and professional behaviour that ensures a positive and safe digital learning environment.

2. Importance of netiquette

2.1 Just as face-to-face communication requires courtesy and respect, so too does online interaction.

2.2 The aim of netiquette is to create a secure, respectful, and effective online learning environment where all participants feel safe, supported, and comfortable.

2.3 A safe online environment is essential to foster engagement, collaboration, and effective learning outcomes.

3. Guidelines for online conduct

The following rules apply during online learning sessions, and digital communications:

3.1 Participation in online lectures

- Treat tutors with the same importance as in-person classes.
- Join sessions on time; logging in at least five [5] minutes early is recommended.
- Dress appropriately and presentably for online sessions.
- Notify the programme coordinator in advance if you cannot attend.
- Ensure a stable internet connection to avoid disruptions.
- Switch off or silence mobile devices (unless in emergency situations).
- Keep cameras switched on during sessions unless excused by the tutor.
- If you must leave briefly, turn off both camera and microphone. Always request permission before leaving.
- Keep microphones muted unless speaking. Use the raise hand feature to request permission to contribute.
- Participate actively; avoid being idle during sessions.
- Avoid unnecessary chat use, as it distracts others.
- Be concise and respectful when asking questions or contributing to discussions. Do not dominate conversations.
- Only respond to peers' questions if confident in the answer; otherwise, allow the tutor to address them.
- Eating during lectures is considered disrespectful. In exceptional cases, ask permission to turn off your camera temporarily.

- Do not record, photograph, or film any part of a lecture without prior consent from the tutor and participants (see also the MBS Electronic Devices Policy). You have already agreed to this when you signed your Learner Terms and Conditions.
- Always use polite and professional language and tone.
- Remember that courtesy and respect apply online just as in person.
- Submit assignments on time; late submissions require prior written approval and valid justification. Unauthorized late submissions will be penalized.
- Avoid last-minute submissions to prevent encountering any technical issues that could result in penalties.

3.2 Guidelines for written communication (emails)

- Use a clear, professional subject line and ***always include your intake code.***
- Confirm recipients are correct when copying relevant individuals (cc) before sending the email.
- Respond to emails promptly.
- Use formal salutations, especially when addressing tutors, coordinators, or officials. Avoid overly casual greetings such as “Hi.”
- Keep messages clear, professional, and courteous. Avoid excessive capitalization, exclamation marks, or informal tone.
- Review grammar and spelling before sending; frequent errors may cause confusion or misinterpretation.

4. Related documents

- MBS Electronic Devices Policy
- MBS Code of Ethics for Learners
- MBS Learner Terms and Conditions