

PROFESSIONALISM TIPS FOR STUDENTS USING VIRTUAL COMMUNICATIONS

VIRTUAL SESSION ETIQUETTE (ZOOM)

- Consider your background or download virtual backgrounds; Use professional photos in profiles
- Use your first and last name in lieu of nicknames; Temporarily edit names for the group benefit
- Use a headset or ear buds to enhance hearing or speaking ability
- Mute your microphone upon entry to sessions and when you are not speaking
- Greet the host; announce your name before speaking (in lieu of formal introductions)
- Keep your eye on the camera to show interest and attentiveness
- When you are speaking, project voice and speak clearly; Let others know that you are finished with comments by saying, "Thank You" or "I'm done."
- When using the chat feature for questions or comments, use proper grammar and punctuation
- Be conscious of facial expressions; "Stop Video" to avoid distracting participants (i.e. eating, drinking, talking to others, leaving, scratching, etc.); Be respectful of others and their opinions
- Participants should never drive during sessions or use other applications during meetings
- Always dress appropriately for the meeting taking place
- Prepare for the meeting; engage, take notes, and participate
- Remember to "Leave the Meeting," when the session is finished

EMAIL ETIQUETTE

- Always use your FAMU.edu address
- Always use clear subject lines; Add context such as "Response Requested" or "Action Required"
- Always start with a professional salutation and end your email with a closing
- Always indicate the nature and purpose of your email in the first sentence
- Always proofread your email before sending; Use appropriate punctuation and complete sentences (even if typing from your cell); Use new paragraphs when necessary
- Never use humor in emails; Consider tone; A phone call might be more appropriate
- Never forget to add a professional signature with your name and contact info
- Never assume the recipient knows what you reference in the email; provide background info
- Always reply to every email

SAMPLE STUDENT EMAIL SIGNATURE FOR COMPOSED EMAILS

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SAMPLE STUDENT EMAIL SIGNATURE FOR REPLIES

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Other Professionalism tips on virtual etiquette may be found at:

<https://www.psychologytoday.com/us/blog/do-the-right-thing/202003/top-10-tips-good-zoom-hygiene-and-etiquette-in-education-or>
<https://www.entrepreneur.com/article/272780>

For questions or concerns regarding this article, contact: Kenyatta.Rosier@famuedu