Etiquette online education
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Introduction
Due to the COVID-19 outbreak, more education is offered at a distance, for example online via MS Teams. Normal rules and procedures apply to online education just like to campus education, including rules and procedures about conduct. In this etiquette, we highlight relevant aspects of those rules and procedures and explain how we interpret them in light of online education.

General code of conduct
The general code of conduct for students is described in the Student's Charter[i]. This also apply to online education. The Charter states:
Students at the university:
• behave in an honest and respectful manner towards each other and towards employees;
• get the best out of themselves by actively taking part in their courses and in other activities;
• treat each other's property and university facilities properly and with due care;
• ensure that lecturers and students are in a position to teach and be taught in the best possible circumstances.
Online education has the same status as campus education. Therefore, the obligation to participate actively in courses also applies to online education and fraud and plagiarism are strictly prohibited[ii].
The code of conduct describes generally what behaviour we expect of employees[iii]. For example, we expect that employees treat students honestly and respectfully.

Workplace
Lectures and students have a laptop/pc with functioning microphone and camera and well-functioning internet access. We expect that students buy their own laptop/pc[iv]. Lecturers and students also have a quiet workplace in order to participate in online education. Do you not have this as a student? Then reach out to your study advisor, for example to make use of study spots at UU and/or of a loan laptop.

Code of conduct during online education[v]
When turn on or off microphones/camera's?
Lecturers tell students at the beginning of the course what their expectations are about using cameras and microphones during online education. For example, the instructions could be that cameras and microphones are be switched off during large scale instructions so that everyone can attentively listen to the presentation of the lecturer whereas during small scale working groups the cameras and microphones are be switched on to stimulate interaction between students and lecturers. Lecturers explain why they expect their students to turn their camera's and/or microphones off or on. We expect that students actively participate in their education and therefore comply with these requests.

Recording online education
Students are not permitted to make audio- or video recordings of lectures[i]. Only after explicit prior permission from the lecturers in question can a student make recordings for his or her own use. Lecturers determine whether to record (parts of) online education (do refer to the legal framework). Recording online education will mainly be useful for instruction during education. A recording of online education offers students the possibility to revise the subject matter at a later moment, which supports their learning process. Also, this offers students, who cannot attend synchronous online education, the opportunity to listen to the instruction at a later point in time. Finally, the recording of the instruction can be used in later years, by which lecturers can save time in later years. Recording interactive education, for example group discussions, is less obvious. Moreover, it is important to create a safe learning environment, in which students can ask questions without the pressure of a possible recording. We recommend lecturers to carefully consider whether they record the entire sessions or only parts of it (e.g. record the presentation but not the questions afterwards). Moreover, we recommend considering offering the instruction via knowledge clips[vi] instead of online lectures.

Using software

Lecturers use diverse software in their education, for example Blackboard and Microsoft Teams[vii]. Lecturers inform their students via Blackboard and/or MyTimeTable when and via which channels online education will be offered.

Privacy

UU finds it important that the privacy of persons is safeguarded and therefore follows procedures in order to identify any potential privacy risks of software and to take measures to limit these risks[viii]. We ask lecturers to deal with privacy issues wisely and well-informed. Consult therefore this UU intranet page: https://intranet.uu.nl/en/privacy

Educational materials

Students are not permitted to disseminate (paper or digital) educational materials, unless the lecturer explicitly gives permission for this or the open access licence allows this.

Complaints

Despite all efforts to apply the regulations properly and deal properly with one another, it can happen that this is not done. Do you feel as a student that you have been treated improperly by someone employed by your faculty or by Utrecht University? Or do you disagree with a decision affecting you personally? Then read on internet how you can file a complaint, objection or appeal: https://students.uu.nl/en/practical-information/policies-and-procedures/complaints-objections-and-appeals

Legal framework

- Lecturers cannot obligate their students to turn on their camera and microphone. Active participation is also possible via the chat functionality.
- Recordings of online education that contain personal data, may only be made if all participants give permission for this. Personal data are for example: people visible on video, people audible via microphone, pictures of people, names or initials of people. Please pay attention to the following:
  - Comply with all requirements to working with personal data [ix].
  - When you request permission, explain why you want to record the session, how long and where the recording will be stored and where students can file any complaints. Point out to participants that they are not permitted to disseminate the recording without permission.
  - Whether students give permissions may not impact the assessment of the student.
  - We minimize the amount of registered personal data. This means that in principle students turn of their camera and microphone and respond via the chat functionality.

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[i] Source: Student's Charter 2019-2020. This is published on internet: https://students.uu.nl/en/practical-information/policies-and-procedures/regulations

[ii] The rules about active participation and fraud can be found in the Education and Examination Regulations of the specific degree programmes. Also see the code of conduct for Scrupulous Academic Practice and Integrity. This is published on internet (Dutch only): https://www.uu.nl/sites/default/files/ubd_nl_code_zorgvuldige_en_integere_wetenschap_uu.pdf

[iii] Source: Code of Conduct. This can be found on internet: https://www.uu.nl/media/56391

[iv] Source: Guidelines additional expenses on top of tuition fees. This can be found on internet (Dutch only): https://www.uu.nl/bachelors/file/1723

[v] There are separate rules for online proctoring. Please refer to: https://students.uu.nl/en/practical-information/corona-and-education/testing-in-period-4

[vi] See for more information: https://educate-it.uu.nl/en/knowledge-clip/

[vii] See this internet page for more information on the tools supported by Educate-it: https://educate-it.uu.nl/en/toolwijzer/. In period 1, the UU tolerates the use of Zoom, Mentimeter, Pitch2Peer, Peergrade and ProctorExam. We recommend using Microsoft Teams rather than Zoom.

[viii] Also see the decision-making framework for continuing education due to COVID-19. This is published on internet: https://www.uu.nl/onderwijs/kwaliteit-en-innovatie/onderwijs-geven-op-afstand

[ix] These requirements can be found on: https://intranet.uu.nl/en/what-should-i-consider-when-handling-personal-data