

Digital Communications Policy

The Digital Communications Policy outlines protocols for using Digital Communications tools to undertake official Dteq business, and provides guidance for staff in their personal use of Digital Communications tools using Dteq systems.

The policy provides advice to Dteq staff on how to use Digital Communications, both in the course of their duties, and as a private citizen.

Dteq Digital Communication Platforms

- Dteq uses Slack as the primary Digital Communication platform for online communication between staff.
- Outlook is used within Dteq for email contact and for sending attachments to supervisors for feedback.
- A TEAMS chat group is available for Dteq staff. This group may also be used for video conferencing.
- Blackboard Collaborate is the preferred digital classroom platform. Access to Collaborate rooms is via the relevant Blackboard shell.

Use of Dteq Digital Communication Platforms

Slack

As the primary organisation communication tool, Slack should be used responsibly for work based communication.

Channels

- Official Slack channels are created by the supervisor.
- Private channels may be created but must include the supervisor as a member of that channel.
- The General channel is for organisation wide work based announcements only.
- The Random channel is a social area for non-work related chatter.
- The Daily Update channel is provided to inform those who are working remotely what is happening during the day.
- Other channels will be created based on course content and need (including group project channels).
- Channels are Archived as required by the supervisor.

Direct Messaging

Use Direct Messaging (DM) only when necessary.

- Use DM to advise the supervisor if you are late or not going to be able to attend.
- DM should mostly be between staff and supervisor.
- DM should not be used to exclude others.

Content

- All channels are monitored and moderated for unacceptable language, images or comments.
- Unacceptable content includes swearing, nudity, abusive or offensive comments etc.
- Any unacceptable content should be flagged with the supervisor via Direct Message (DM).
- Unacceptable content will be removed from all channels when discovered.
- The Random channel is not a space to spam the group with **endless** gifs, memes, images or irrelevant information. (Know when to stop.)
- Content on the Random channel should be within the realm of workplace appropriate content.

Outlook

Outlook will mostly be used to share documents with the supervisor for feedback or for long format written communications.

Sending messages

Whenever sending messages:

- Be sure to use the correct email address; the email address for the Dteq supervisor is matt.jolliffe@outlook.com
- Include a meaningful subject (preferably related to the name of the job/attachment)
- All file attachments should be attached as a copy **not** as a cloud link.

Receiving messages

- Messages should be actioned and then filed or deleted appropriately
- Message filing should meet the Dteq File Management policy

TEAMS & Collaborate

Chat

TEAMS & Collaborate provide some alternate chat options to Slack. All policy information related to chatting in Slack also applies for these chat platforms.

- Focus on the meeting not socialising on chat
- The chat is not to be used for spamming
- Use the chat to ask questions
- Leave space in the chat for communication with deaf and hearing impaired

Video Conferencing & Classroom

These platforms are also highly valued for online video conferencing (TEAMS) and as a digital classroom (Collaborate).

Video Conferencing & Classroom Netiquette

- Mute your microphone when not speaking
- Maintain reasonable volume
- Quickly stop feedback loops by turning off mics.
- Turn off video to save bandwidth

- Be thoughtful and appropriate with your backgrounds

Netiquette

Content on all communication platforms (including the Random Slack channel) should meet the following netiquette guidelines:

- When responding to a post please reply in thread or use reactions to be sure the main content remains easily visible.
- Real people take priority
- If you wouldn't say it to someone's face, don't say it online
- If you wouldn't show it in public, don't share it online
- Don't exclude your audience
- Don't overload system resources with enormous files or huge numbers of unnecessary posts
- Respect people's privacy
- Know when to stop posting

Cyberbullying

Cyberbullying is not acceptable at Dteq. Cyberbullying behaviour might include:

- abusive texts, messages and emails
- hurtful messages, images or videos
- imitating others online
- excluding others online
- humiliating others online
- spreading nasty online gossip and chat
- creating fake accounts to trick someone or humiliate them

Security

- Don't share your passwords with anyone, including students or staff. IT Support staff will never ask for your password.
- Don't write down your password or write it on a sticky note, placing it on your monitor especially where there are visitors or even random people that may be able to wander by.