



UNIVERSITY COLLEGE  
OF ESTATE MANAGEMENT

# Online Protocol

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A Student's Guide for the VLE and  
online platforms at UCEM

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## 1. Top tips

1. Read [UCEM's Online Safety Guidance \(opens new window\)](#).
2. Participate online regularly in the discussion forums and padlet boards.
3. Remember it is better to post frequent short messages for others to respond to rather than one long message.
4. Avoid flaming – be polite and courteous online.
5. Do not look to the tutor to answer all your queries – work together with your fellow students.

## 2. Introduction

The Virtual Learning Environment (VLE) is the central platform that you will use to communicate and learn online at UCEM. There are several other platforms that are used to support your learning, which are either integrated with the VLE or used separately. These are:

- Turnitin. Used for the submission of assignments and the return of marks/feedback.
- Zoom. Used to deliver webinars/seminars.
- Padlet. Used for collaborative discussion.
- LinkedIn Learning. Used to deliver learning resources.
- VitalSource. Used to deliver eBooks.
- UCEM email and Office 365.

All are integrated with the VLE except for the UCEM email/Office 365 which requires a separate login.

The guidance provided in this document applies to all platforms unless specified otherwise.

The VLE and integrated platforms are collaborative and essentially your equivalent of the lecture, seminar and tutorial system that a face-to-face university would offer. It is also your opportunity to engage with your fellow students, and to learn together. We have a vast range of students on all our programmes who offer their own expertise and experiences.

It is through this process of exchanging information that you expand and develop your knowledge of the key concepts and practices associated with the modules/units, and learn from each other.

The Student Handbook details how to access the VLE, and the key features. Further information about how to use the VLE can be found within the [Student Self-Help \(FAQ\) tool \(opens new window\)](#) on the VLE, which also includes videos.

When working online it is important to remember that there are certain expectations that you should take responsibility for as a student of the University. They have been summarised here.

## 3. Staying Safe Online

It is important that we all stay safe online, particularly as the threat of cybercrime poses challenges to all of us. We ask that all students read [UCEM's Online Safety Guidance \(opens new window\)](#) and consider the risks of sharing personal or sensitive data when using online systems. Students are advised to follow the below recommendations when studying online:

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- Do not share your personal information, particularly your personal details, financial information, home address or workplace, with anybody you do not know.
- Do not share your online login credentials with anybody, regardless of who they are. This includes your tutor and members of staff.
- Do not store passwords for systems on computers which are public or shared, either within browsers or on sticky notes or unprotected documents.
- If you come across any posts or forum messages which seem unusual or concerning, please inform your tutor, the Student Engagement team through Student Central or, if necessary, the UCEM Safeguarding team – [safeguarding@ucem.ac.uk](mailto:safeguarding@ucem.ac.uk).

If you are concerned that somebody is trying to obtain your personal data, you are worried that you may have accidentally shared information with somebody you shouldn't or you are concerned that your passwords may have been compromised, please contact the Student Engagement team through Student Central.

### 3.1 Everyone is Human

When you meet face-to-face, facial expressions such as smiles, frowns and other gestures can add extra meaning to what you are communicating. Remember that online there are no facial expressions, so the written word can easily be misunderstood. This is particularly true with humour and irony. Remember there are students on the programme from all over the world, and what may be appropriate to one culture may not be to another. You should therefore be careful as to the expressions you use. Putting emoticons at the end of your message can help clarify meaning.

### 3.2 Be professional

You must abide by the [VLE Terms of Use \(opens new window\)](#) at all times when using the VLE.

You should not use any language that could be considered to be racist, sexist or of an inappropriate nature. Any messages that are considered to contain unsuitable content will be removed immediately from the VLE and will be dealt with in line with UCEM's Student Disciplinary Procedure.

Report any unpleasant or inappropriate materials or messages seen online, including in personal social media groups of UCEM students, to the Safeguarding Team at 01184672400 or [safeguarding@ucem.ac.uk](mailto:safeguarding@ucem.ac.uk) and they will flag it to be removed.

You should be aware of your background in any video calls you are on and take steps to ensure anything of an inappropriate nature is not visible.

### 3.3 Disagreements

At some point in the programme you may find that you disagree with someone else's view. It is fine to have a healthy debate, but remember to be careful in your tone. Just as you would not shout or be rude to someone in person, you should not be rude or aggressive online. Do not use entirely capital letters in your messages as this can be interpreted as shouting.

When a disagreement becomes aggressive it is called 'flaming'. If someone has upset you online, do not respond immediately to his or her message with a further insult. Take a step back and remember that words on a page can easily be taken the wrong way.

If flaming does occur the online tutor may well step in and ask you to stop your debate in the VLE and remind you of the online protocols.

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If you need to report inappropriate content, you should contact the Student Engagement team through Student Central.

### 3.4 Asynchronous Working

The VLE is an asynchronous environment. This means that you can visit the site at any time of the day or night to post messages. The advantage of this is that you can work on your programme whenever you like. The disadvantage is that long 'threads' of discussion can grow within a discussion forum area. Remember that people will be posting messages from different time zones – so if someone takes a while to reply this could be the reason.

Direct messages can be sent to participants, including Tutors, on your module through the 'messaging' area. This provides you with privacy if you do not wish to share your email address with another member of your module cohort, or if you wish to correspond on an issue that would not be something that you would normally share on a public forum.

Although the chat is a 1:1 experience you are still communicating with a person so maintain professionalism in what you write and expect the same in return.

To control who can message you on the VLE, open the messaging drawer, select settings (cog icon) and select your chosen privacy setting. This enables you to restrict who can message you to 'Your contacts only' or 'Your contacts and anyone in your contacts'.

## 4. Studying Online

### 4.1 Your Role

All our programmes are designed to encourage you to get involved in activity-based learning. To help you progress through your modules/units and to get the most out of your studies you are expected to participate in the activities and discussions that are provided to support your learning. You are also expected to participate in any activities and forums that have been designed to support the assessment for your module/unit. The discussion forums are useful to you because you will hear from your peers who will be able to offer different perspectives and will have a range of experiences that you can learn from. You are not expected to provide answers to every question. The important thing is that you share your ideas and participate in the discussions and activities in a supportive and collaborative way. This will develop your understanding and knowledge and your sense of being part of a student community.

Keep your responses in the forums short: they should not be longer than a screen in length, otherwise they can become difficult to read on screen. Others can also feel intimidated by long messages and may be put off replying to them, so it is best to post several, shorter comments. One of the skills you will learn is to get your message across in a succinct and relevant way.

You are not permitted to post messages anonymously as everyone will want to know who is talking to them. UCEM reserve the right to trial anonymous forum functionality where it could have a beneficial effect on student engagement.

Always give credit where credit is due. You are part of a community of learners and if someone has made a comment that you think is interesting or that has made you think, give them credit for that. If you are quoting something someone has said in another message, make sure you acknowledge the source. Please refer to the UCEM Harvard referencing guide, available within the study skills section of the VLE.

### 4.2 What we expect from you

- Participation! Visit the VLE regularly – this is your learning space. Remember it may initially take longer than you think for others to read and respond to the messages.
- To actively participate in the activities as directed as you complete each assessment. This provides everyone with a quality learning experience and promotes conversations that enhance your learning experience. If you are away from the VLE for long periods of time, we may contact you to check on your status as an active student with us.
- To be polite and considerate to others online as you would in your day-to-day dealings with others.
- Respect the privacy of others on the forums and please do not share personal information without consent. This includes phone numbers and email addresses, especially regarding setting up social spaces online.

### 4.3 Your Tutors

Your tutors will visit the site regularly across the week during the designated monitoring periods. However, the tutor role is not to answer every message that you post, but to guide your studies by responding more generally to themes and ideas to facilitate your learning and help you to develop and apply your knowledge and understanding. The discussion forums are equivalent to a tutorial meeting, where students discuss topics together, and the tutor interjects as appropriate. An important part of the learning process is the exchange of ideas with your fellow students and tutors.

You should post any queries you have regarding the programme material and assessment on the VLE, rather than email to your tutor. You can be pretty sure you will not be the only person to have had that question and this allows everyone to benefit from your question and the answer received. Remember to submit questions relating directly to upcoming assessments at least a week before the deadline – it is a busy time and we cannot guarantee an answer if time is short.

If you have a specific personal problem relating to your study that you do not wish to post up on the VLE, you should contact the Student Engagement team through Student Central.

### 4.4 What you can expect from UCEM

- An online presence from your programme tutors, who will guide your studies and monitor your messages, though they may not respond to every message.
- Support from your Module/Unit Tutors and UCEM's Student Services teams as appropriate. If you have a specific personal problem relating to your study that you do not wish to post up on the VLE, you should contact the Student Engagement team through Student Central or by phone.
- Interactive and engaging, up to date and relevant online learning

## 5. And finally...

Enjoy being able to chat to others online and learn from others' views. As you grow in confidence in using the VLE, the sense of community which will develop will benefit you in your study and make the programme a rich learning experience.