



South Suburban College maintains high expectations for student behavior at all times whether the class is offered in-person, virtually or online. These expectations can be found in the Student Codes of Conduct which is available in the College Catalog, the Student Handbook, and the SSC website. This document is intended to provide additional guidance for students and faculty regarding appropriate etiquette in a virtual environment. These guidelines for online behavior and interaction are known as netiquette.



General guidelines:

- Treat your instructor and classmates with respect in email or any other communication.
- Always use your professors' proper title: Dr. or Prof., or if in doubt use Mr. or Ms.
- Unless specifically invited, don't refer to your instructor by first name.
- Use clear and concise language.
- Use correct spelling and grammar (this includes discussion boards).
- Avoid slang terms and texting abbreviations such as "u" instead of "you."
- Use standard fonts such as Arial, Calibri or Times New Roman and use a size 10 or 12 pt. font
- Avoid using the caps lock feature AS IT CAN BE INTERPRETED AS YELLING.
- Avoid the use of emoticons.
- Be cautious when using humor or sarcasm as tone is sometimes lost in an email or discussion post and your message might be taken seriously or sound offensive.
- Be careful with personal information (both yours and others').
- Do not send confidential information via e-mail.



Emailing guidelines:

- Always use your SSC.EDU email account.
- Use a descriptive subject line.
- Be brief.
- Avoid attachments unless you are sure your recipients can open them.
- Avoid HTML in favor of plain text.
- Sign your message with your name and return e-mail address.
- Think before you send the e-mail to more than one person. Does everyone really need to see your message?
- Be sure you REALLY want everyone to receive your response when you click, "reply all."
- Be sure that the message author intended for the information to be passed along before you click the "forward" button.





Discussion board guidelines:

- Make posts that are on topic and within the scope of the course material.
- Take your posts seriously and review and edit your posts before sending.
- Be as brief as possible while still making a thorough comment.
- Always give proper credit when referencing or quoting another source.
- Be sure to read all messages in a thread before replying.
- Don't repeat someone else's post without adding something of your own to it.
- Avoid short, generic replies such as, "I agree." You should include why you agree or add to the previous point.
- Always be respectful of others' opinions even when they differ from your own.
- When you disagree with someone, you should express your differing opinion in a respectful, non-critical way.
- Do not make personal or insulting remarks.
- Be open-minded.



Photo by Brian Jones on Unsplash

Student Virtual Learning Resources

Virtual Classroom Model

Key Information for Students

- Know your SSC ID number
- Access your SSC.EDU email regularly - Need help?
Click here www.ssc.edu/self-service/
- Secure WIFI access at home - Don't have WiFi?
Visit this link - www.internetessentials.com/
- Secure a device (laptop, iPad, cell phone, etc.) for remote access -
Don't have a device? Contact us at studentlife@ssc.edu
- Contact the Student Helpdesk at (708) 225-5825 or email ssconline@ssc.edu if you experience further issues.

Support Services will be utilizing Office 365 to provide services to students. All students have access to Office 365 with their ssc.edu email account.



- Please visit www.office.com, click on the SIGN IN button, and enter your ssc.edu email and password when prompted.
- Once on the home screen select the TEAM application to contact the South Suburban College employee you would like to interact with.
- Specific information regarding hours of availability, names and email addresses will be posted on the departmental webpage.



This is Success.

Online Tutoring with Academic Assistance Center or Brainfuse. For more information contact AcademicAssistanceQuestions@ssc.edu

Student Life/Leadership does a student check-in/chat each Thursday at 1:00 pm. Please email **Studentlife@ssc.edu** to get instructions on entering the meeting.

Need a laptop?

Contact **StudentLife@ssc.edu** with the following: Name, SSC email address, and Semester of request. Must be enrolled at SSC to receive a loaner laptop.

