

Code of Conduct
for TEACHERS and STUDENTS
in ICT supported education

Approved by the Executive Board
on 26 May 2005

Corrected version of 15 May 2006



ICT tools such as e-mail, Internet and virtual learning environments not only provide new possibilities and opportunities, but also new manners and behaviour. It is therefore necessary to establish guidelines. The current Code of Conduct primarily represents the set of expectations that both teachers and students of Leiden University are likely to have. The term e-resources is used throughout the code to refer to any type of educational information or data offered through e-mail, the learning platform Blackboard or directly on the web. Note that this code exclusively deals with online education.

Code of Conduct for TEACHERS

I. Agreement on goals and assignments

1. State clearly the goals you envisage for the e-resources provided. Make sure the students know what to do with these resources.
2. Whenever you open a *discussion board*, clearly indicate the goals and the deadlines.
3. For assignments that are to be handed in on the learning platform, indicate precisely the location within the module where the assignments must be uploaded.
4. Whenever you provide new information clearly state its location so that students can easily find it.
5. If you want your students to print your e-resources or process them otherwise indicate clearly when the resources will be made available.
6. Assignments should be made available at least one week before they have to be handed in.
7. In the definition of deadlines should be included both day and hour and the procedure or way the assignment is required to be handed in. Students should be informed of the preferred way of handing in the assignments: either digitally or on paper.
8. Indicate when you will be done marking assignments.

II. Facilities and standards

1. Indicate at the start of any course at what points and times ICT facilities will be involved.
2. Use standard software whenever possible. Ask your students to do the same.
3. When posting documents or other files on Blackboard or the web indicate their size so that students can calculate the required download times.
4. It is recommended that for documents exceeding 40 pages which your students will need to consult a hard copy is made available in addition to the electronic version.

III. Course information

1. State clearly how students will be informed about any changes in your courses. For example, you may want to use announcements in Blackboard or send e-mails to your students.
2. State clearly when a course module will start and, even more importantly, when it will end. Tell your students when you will no longer check new postings in a given course.
3. Keep primarily to normal office hours for communication with students. Special arrangements may be required, however, for part-time students and evening classes.
4. State clearly when you will post new e-resources. Postings should be made between two and three days prior to class.
5. Any changes in your courses should be reported to your students in a pre-defined manner.
6. Report any cases where your teaching will not follow the description in the Course Catalogue (Studiegids).
7. At the start of your course clearly define whether and for what purposes e-mail may be used by your students. If e-mail is allowed explain to your students whether they

may use it, for example, to send messages on organisational issues or subject related matters.

8. Indicate within which period students may expect your response to their e-mails. In e-mail communication both you and your students should use U-mail accounts. If you are not using your U-mail account yet, let students know which e-mail account they should send their e-mails to and make sure your U-mail messages are forwarded to the other mail account.
9. When using e-mail obey the rules laid down in the netiquette wherever possible. For every message clearly define its subject. Write short and to-the-point messages. Unless agreed otherwise, do not attach files exceeding the size of 1 MB to your messages as such messages may cause the recipient's mailbox to overflow or require unacceptable download times.

Notes:

- The term standard software refers to the software made available on teacher or student computers either in the entire university or in a specific faculty.
- For the Netiquette see Blackboard.



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Code of Conduct for STUDENTS

1. When you are enrolled to one of more courses offered on Blackboard it is imperative that you regularly log in to the platform in order to check new messages, news items and other e-resources.
2. Use the ICT facilities for educational purposes as prescribed by your teacher.
3. When handing in assignments or other e-resources use the standard software made available by Leiden University or your faculty.
4. When you participate in a discussion board obey the rules and goals for this type of communication. Respect deadlines concerning handing in your contributions.
5. Official e-mail messages from Leiden University will be sent to your U-mail account. Check regularly for new messages in the corresponding mailbox. If you are using other e-mail accounts besides your U-mail account it is your responsibility to either regularly consult your U-mail mailbox or to *forward* U-mail messages to another account.
6. When using e-mail obey the rules laid down in the netiquette wherever possible. For every message clearly define its subject. Write short and to-the-point messages. Unless agreed otherwise, do not attach files exceeding the size of 1 MB to your messages as such messages may cause the recipient's mailbox to overflow or require unacceptable download times.
7. Do not use e-mail for communication with your teacher unless such a type of communication has been approved by your teacher. When using e-mail, act within the framework established by your teacher. Your teacher may, for example, require e-mail communication to be confined to organisational issues or subject related matters.

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