## Incivility in Online Learning Environments (IOLE) Survey (Clark 2012; REV 2020©)

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## Demographics\*

\*Demographic items can be modified to 'fit' each specific institution and stury parameters

Listed are some **STUDENT** behaviors you may have experienced or observacing the online learning environment. Uncivil behavior is defined as any speech or action that interferes with the teaching/learning environment. Please respond to the following terms regarding the level of "incivility" and how often each behavior occurred over the past 12 months.

D	o you consi	der this be	havior uncivi	l?	Hov	often have v	you cyperie s be vior i 2 months?	enced or in the past
	Always (1)	Usually (2)	Sometimes (3)	lever	Often (1)	Sometimes	Rarely (3)	Never (4)
Name- calling, making verbal insults or rude comments	O	•	0	•••	30	<b>3</b>	•	0
Failing to complete assignments in a timely manner	•	S		X.	0	O	O	0
Posting short, terse responses that do not add meaning to the online discussion	6	•		o	O	•	O	•
Posting ambiguous or yes a sespoises that do not add in earning to the polline discussion	0	0	•	•	O	•	•	0

Refusing to participate in required online discussions	O	O	•	O	0	O	0	V
Making personal attacks or threatening comments	O	O	0	O	0		o	0
Making belittling comments to others about a classmate	O	O	•	0	Š		Ŝ	
Making belittling comments to others about a faculty member	O	O	•	•			•	0

		Always (1)	Usually (2)	Sc netimes	Never (4)	Often (1)	Sometimes (2)	Rarely (3)	Never (4)
	Making racial, ethnic, gender or religious slurs	0		) o	Vo.	0	O	O	0
	Using inappropriate chat acronyms such as "wtf"	X	0	0	ာ	O	O	O	0
	Criticizing non- traditional or minority groups		3	o	•	O	O	O	0
	Cheating (xam) or (quizzer	o	0	<b>O</b>	•	0	0	O	0
Ç	Taking credit for others' work	O	O	O	•	O	•	O	O
)	Challenging faculty knowledge or credibility	<b>O</b>	0	•	O	•	•	O	<b>o</b>

Failing to fulfill group responsibilities	O	O	O	<b>O</b>	•	O	0	O
Posting others' personal information	<b>O</b>	0	O	•	•	O	6	o
Flooding an online environment with irrelevant comments	•	0	•	<b>O</b>	0			0
Speaking negatively 'off- line' about members of online group members — (breaching confidentiality)	0	<b>O</b>	•	0			50	
Other (please specify)	<b>O</b>	O		<b>b</b>	0		<b>O</b>	O

Listed are some **FACULTY** behaviors you if at have experienced as observed in the online academic environment. Uncivil behavior is defined as any speech or action that interferes with the teaching/learning environment. These respects to the following items regarding the level of "disruption" and how often each behavior occurred over the past 12 months.

Do you consider this Jehavior unco						How often have you experienced or observed this behavior in the past 12 months?			
	Alv vs	Usually	Sometimes	ever	Often	Sometimes	Rarely	Never	
Name calling	(1)	(2)	(3)	(4)	(1)	(2)	(3)	(4)	
Name- calling making verbal insults or rud		9	o	<b>O</b>	<b>O</b>	<b>O</b>	O	O	
comments									
		Y							
Pesting vague									
or confusing	•								

Having unclear expectation about assignments	O	O	<b>O</b>	•	O	O	0	0
Changing assignments or course requirements without warning	O	O	•	•	0	0		0
Failing to post assignments in a timely manner	0	0	0	•		3	7,0	
Failing to respond to student postings in timely manner	O	O	0	(	$\circ$		0	<b>O</b>
Failing to post grades in a timely manner	•	0	S	•	100	0	0	0
All students in a group receiving the same grade regardless of individual effort or contribution	0			XX.	<b>)</b> 0	O	0	0
Unfair or subjective grading	Ö	0		<b>)</b> 。	0	O	0	0
Making vague or unhelpful commence by ut a student assignment or posting	0		•	O	0	•	•	O

Assigning grades without providing useful feedback	•	0	•	0	0	O	0	
Making personal attacks or threatening comments	•	0	•	0	•	°	°	•
Making belittling comments toward students	O	0	•	0			S	
Making belittling comments about a faculty member	Q	•	O		0	, O	o	•
Making racial, ethnic, sexual or religious slurs	O	C	6	) •	<b>L</b> C	•	<b>O</b>	O
Using inappropriate chat acronyms such as "wtf"	•	5	Z	C	0	O	<b>O</b>	•
Criticizing non- traditional or minority groups	OX.	0	0	8	0	O	<b>O</b>	O
Exerting superiorit or rank over others		3		•	•	O	•	•
Threat ming to mil student for not	0	0		)   O	)   O	)   O	)   O	) O

Ignoring disruptive student behaviors	<b>O</b>	0	•	•	0	O	0	0
Challenging faculty knowledge or credibility	O	0	•	0	0	. 0		0
Posting others' personal information	0	0	•	0	0		0	0
Speaking negatively 'off- line' about members of online group members – (breaching confidentiality)	0	0	0	°			\Q	0
Other (please specify)	O	•	O	•	<b>?</b>		<b>o</b>	<b>O</b>

To what extent do you think incivity in the wrine learning environment is a problem?

$\bigcirc$	NI -	nroh	ممر م ا	المخماا	
	NIO	nron	IPM.	at all	

- O Mild problem
- O Moderate problem
- O Serious problem
- O I don't know/can' we

Based on your exterior es or perceptions in ordine classes, do you think that students or faculty are more likely to engage or uncivil behavior:

- O Facult members are much nore likely
- O Faculty numbers are at the more likely
- O **houtequal**
- ydent. are a little more kely
- Students are much more likely
- Non't know/can't answer

sing a scale from 0-100 (0 is absence of civility, 100 is completely civil), how do you rate the level of CIVILITY in your online learning environment?

What *top 3* strategies do you suggest for improving the level of CIVILITY in the online learning environment?

O	Use empirical tools (surveys, etc.) to measure incivility/civility and address areas of trength/prowtl
O	Establish codes of conduct that define acceptable and unacceptable behaviors
O	Role-model professionalism and civility
O	Raise awareness and provide civility education
O	Integrate civility and collegiality into performance evaluations
$\mathbf{O}$	Provide training for effective communication and conflict negotiation
O	Develop and implement comprehensive policies and procedures to address includity
O	Reward civility and professionalism
O	Implement strategies for stress reduction and self-care
$\mathbf{O}$	Take personal responsibility and accountability for actions

In this section you will see a series of incomplete sentences. Phase complete each sent mo and add any additional comments that will help us improve the online learning environment.

1. The greatest challenge I have with online learning is

O Other: Please specify \_\_\_\_\_

- 2. To me, the greatest advantage of online learning is...
- 3. The most effective way to promote civilly in on the learning is to...,