



Digital Citizenship

GLOBAL COURSEWARE

Getting Started

The digital age has provided many benefits.

It is important to learn basic citizenship skills to help prevent missteps and keep your digital relationships running smoothly.

Workshop Objectives



- Define digital citizenship
- Use technology appropriately
- Use social networking to create your brand
- Protect your reputation online
- Practice safe use of technology
- Understand digital etiquette



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If you don't understand digital communication, you're at a disadvantage.

Bob Parsons

MODULE TWO

What is Digital Citizenship?

Anyone who interacts regularly online automatically becomes a digital citizen. Like any other community, digital citizenship requires members to behave in a mature and civil manner.



What is Digital Citizenship?

Access

Commerce

Literacy

Etiquette

Engaging With Others

- Be patient
- Dialogue
- Share sparingly
- Be respectful
- Maintain relationships





It's a Moving Target

It is imperative that we pay attention as our tools change in order to remain relevant in our work and social lives.

Belonging to a Community

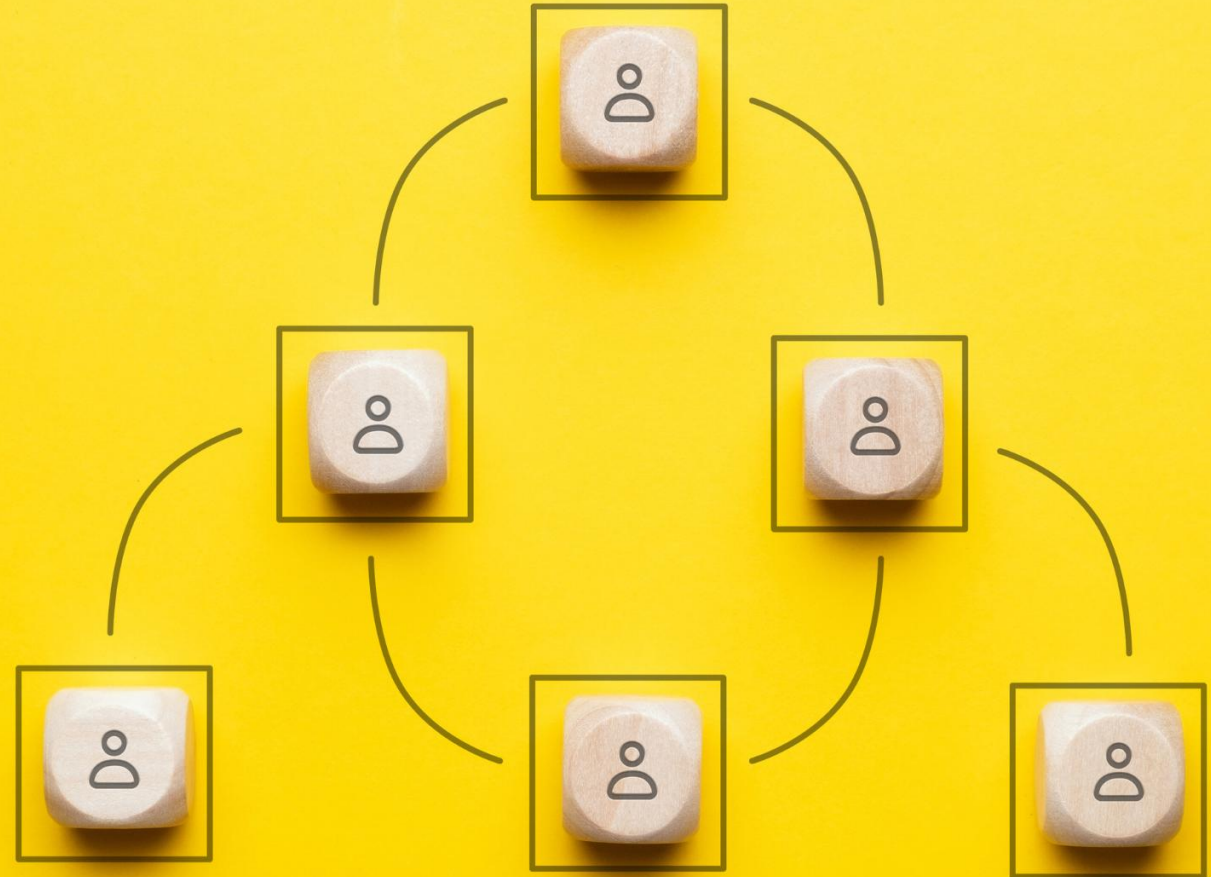
Text

FaceTime

Email

Social media

Instant messaging



Practical Illustration



- What Is Digital Citizenship?
- Engaging With Others
- It's a Moving Target
- Belonging to a Community

Module Two: Review Questions

1. What requires people to keep up with changes in technology?

A. Etiquette

B. Literacy

C. Law

D. Access

Module Two: Review Questions

2. What affects physical health?

A. Access

B. Security

C. Literacy

D. Ergonomics

Module Two: Review Questions

3. How should relationships be built online?

A. Slowly

B. Aggressively

C. Quickly

D. It does not matter

Module Two: Review Questions

4. What will help build a dialogue?

A. Catering

B. Timing

C. Ask questions

D. Questions

Module Two: Review Questions

5. What has technology Not changed?

A. Dialogue

B. Work

C. Shopping

D. Communication

Module Two: Review Questions

6. What new technology has become an integral part of society?

A. Virtual office

B. Email

C. Voicemail

D. Social media

Module Two: Review Questions

7. What does Not limit communication?

A. Technology

B. Distance

C. Time

D. Nothing

Module Two: Review Questions

8. What does not apply to digital citizenship?

A. Internet citizenship

B. Personal community

C. Phone conversations

D. Professional community

Module Two: Review Questions

9. How can someone become a digital citizen?

A. Create a Facebook post

B. Send a Tweet

C. Shop online

D. All of the above

Module Two: Review Questions

10. How many elements are experienced online?

A. One

B. Two

C. Nine

D. None



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If a man be gracious and courteous to strangers, it shows he is a citizen of the world.

Francis Bacon

MODULE THREE

Being a Good Citizen

The rules of citizenship for each are similar. When using digital technology, remember to be positive and helpful, and apply what works in real life in the digital realm.



Build It Up

No matter the content that you produce or communication you make, it is essential that you attempt to remain positive.

Real World Influences

Participation

Civility

Meeting
responsibilities

Obeying laws





Use Technology Appropriately

How you use technology will depend on where you are and what you are doing.

The Golden Rule

Think before you
communicate; do not
act out of emotion.



Practical Illustration



- Build It Up
- Real World Influences
- Use Technology Appropriately
- The Golden Rule

Module Three: Review Questions

1. Which content is shared the most?

A. Positive

B. Negative

C. New

D. Funny

Module Three: Review Questions

2. What cements relationships online?

A. Tips

B. Tone

C. Dialogue

D. Positive content

Module Three: Review Questions

3. What translates into your digital citizenship?

A. Nothing

B. Real world citizenship

C. Family history

D. Technology

Module Three: Review Questions

4. What is Not an example of good citizenship?

A. Participation

B. Civility

C. Responsibility

D. Slide show

Module Three: Review Questions

5. Which of the following is not illegal?

A. Pirated videos

B. Downloading games at work

C. Using another person's Internet

D. All of the above

Module Three: Review Questions

6. What will increase the risk of a virus?

A. Nothing

B. Computer games

C. Working

D. Questionable website

Module Three: Review Questions

7. How should you treat yourself and others?

A. With respect

B. With interest

C. With indifference

D. Differently

Module Three: Review Questions

8. What should you avoid to maintain the golden rule?

A. Acting out of logic

B. Acting out of respect

C. Acting out of emotion

D. Nothing

Module Three: Review Questions

9. If you _____, your path to becoming a good digital citizen will be much easier.

A. Take more breaks

B. Are a good person

C. Share a lot of personal information

D. None of the above

Module Three: Review Questions

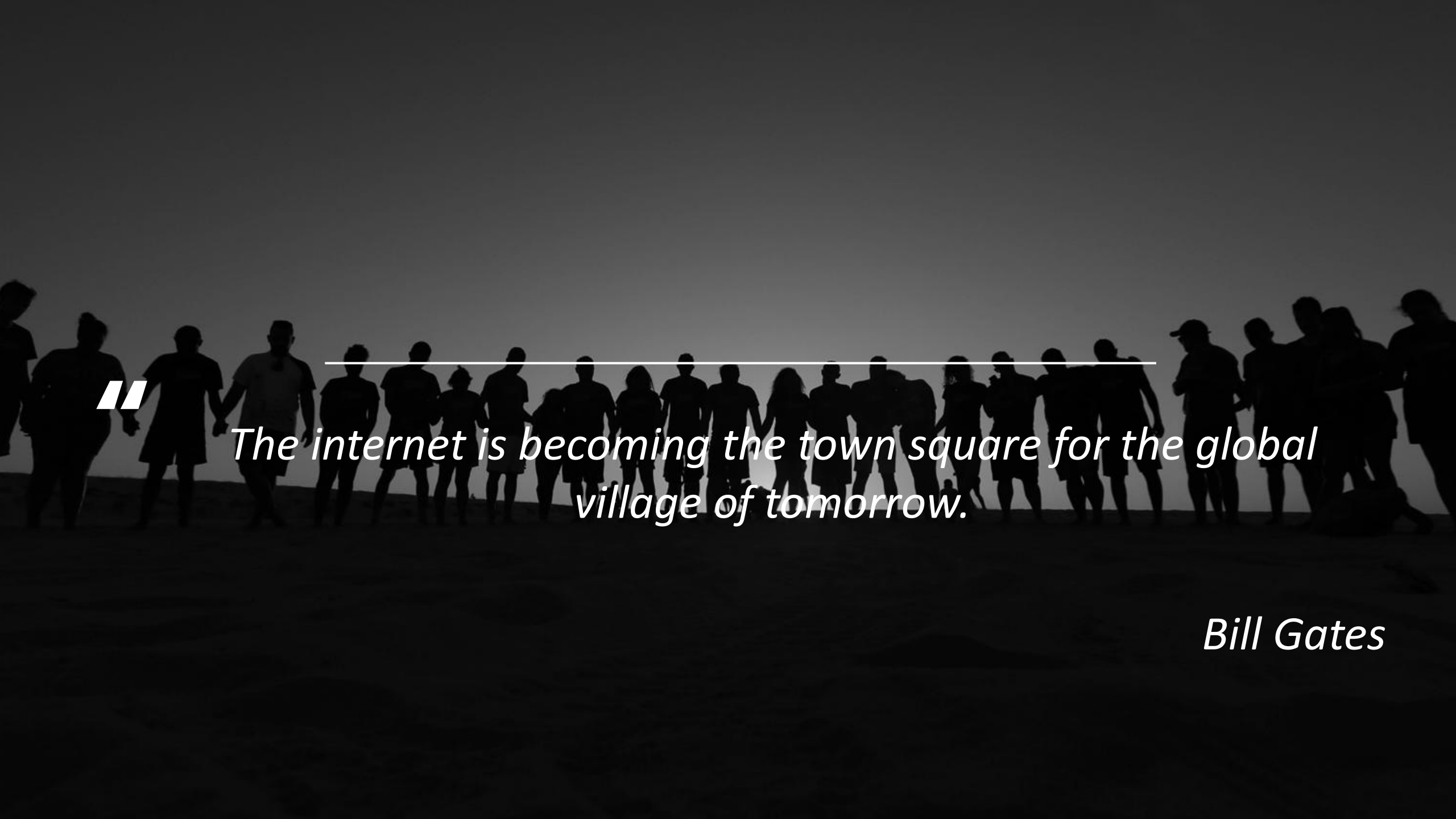
10. Technology needs to be used _____.

A. Every day

B. Occasionally

C. Responsibly

None of the above

A black and white photograph showing the silhouettes of a large, diverse group of people of various ages and ethnicities holding hands in a line. They are positioned against a bright, hazy background, possibly a beach at sunrise or sunset. The silhouettes are dark against the lighter background.

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The internet is becoming the town square for the global village of tomorrow.

Bill Gates

MODULE FOUR

Best Practices For Sharing

What we put online in unguarded moments can haunt us for the rest of our lives.

A photograph showing a top-down view of a person's feet wearing blue and white sneakers. They are standing on a dark asphalt surface. A bright yellow horizontal line, likely a crosswalk, runs across the middle of the frame, between the shoes and the text area.

Digital Footprints

Digital footprints come from what you share, and data collected on any sites visited, and they do not go away.

Personal and Work Lives

Although some people find it restrictive, it is important not to share information that could be offensive.





Stop and Think Before You Post

There is nothing to prevent people you share things with from sharing them with others.

Do Not Overshare

One of the main problems in the digital realm is oversharing.



Practical Illustration



- Digital Footprints
- Personal and Work Lives
- Stop and Think Before You Post
- Do Not Overshare

Module Four: Review Questions

1. How long does a digital footprint last?

A. Until removed

B. Forever

C. 1 year

D. No one knows

Module Four: Review Questions

2. How do retailers use digital footprints?

A. They do not

B. Store hours

C. Store sales

D. Coupons

Module Four: Review Questions

3. What type of content should you avoid?

A. Offensive

B. Personal

C. Professional

D. Any

Module Four: Review Questions

4. What do employers use to monitor employees?

A. Police

B. Private investigators

C. Social networks

D. Email

Module Four: Review Questions

5. What is not necessary on a social network?

A. Personal information

B. Successes

C. Professional information

D. Strengths

Module Four: Review Questions

6. What is true of the Internet?

A. It is secure

B. It is diverse

C. It has no regulations

D. Nothing

Module Four: Review Questions

7. How should you address an individual?

A. Social media

B. Website

C. Private message

D. Over the phone

Module Four: Review Questions

8. What are people likely to do about oversharing?

A. Increase comments

B. Decrease comments

C. Nothing

D. Ignore the posts

Module Four: Review Questions

9. It is so easy to _____ online that many people do it without considering the consequences.

A. Share

B. Lie

C. Search

D. Bank

Module Four: Review Questions

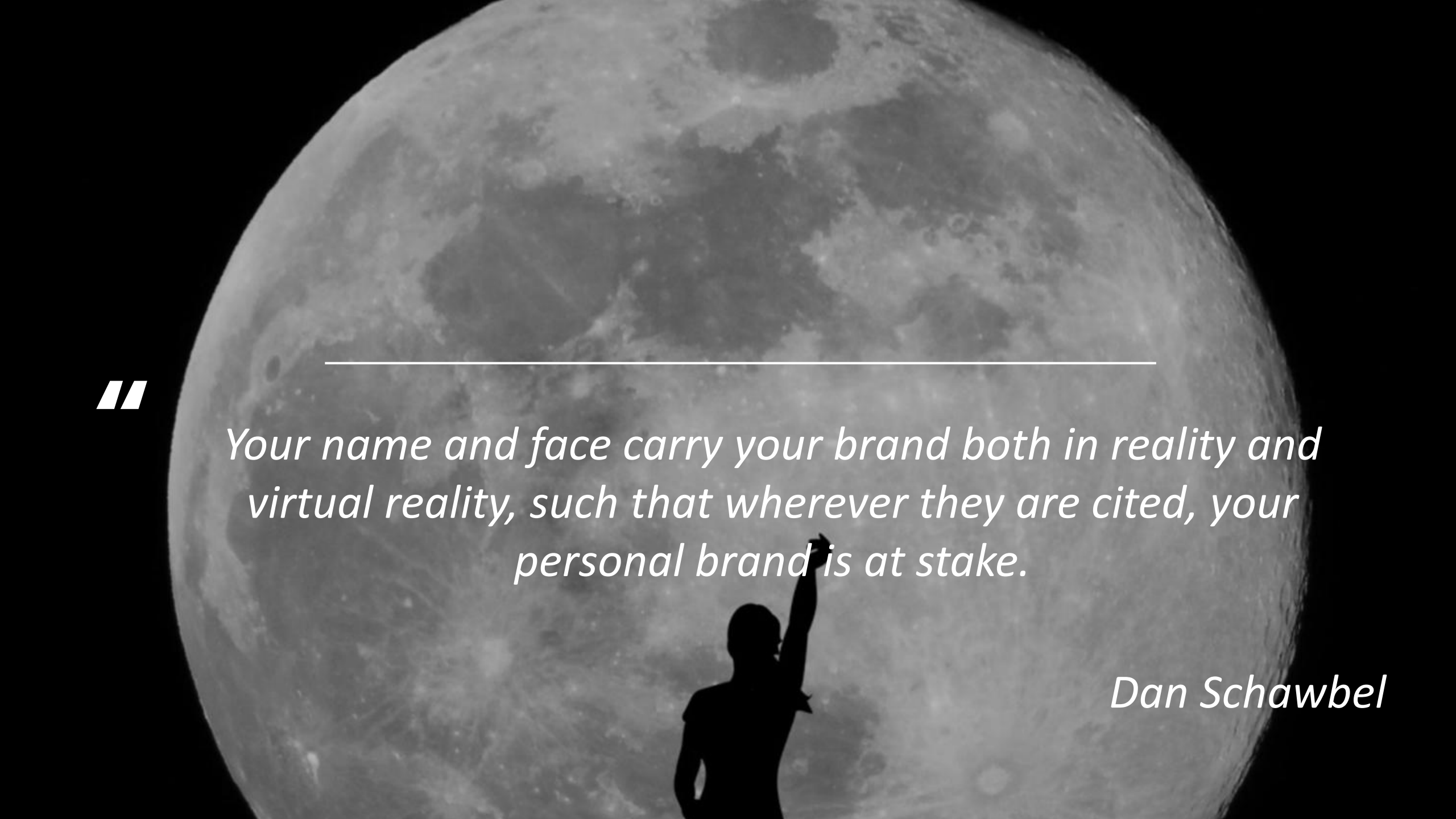
10. Something you thought you _____ could cause problems for you later.

A. Posted

B. Shared

C. Removed

D. None of the above



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Your name and face carry your brand both in reality and virtual reality, such that wherever they are cited, your personal brand is at stake.

Dan Schawbel

MODULE FIVE

Networking and Personal Branding (I)

Digital citizenship is a large part of networking and personal branding; monitor your online presence and be careful how you present yourself.



Personal Branding

- What are my skills?
- What is my message?
- Who is my audience?

Be Yourself

Whether you are online or offline, it is important that you be yourself.





Social Networking

Choose the right networks

Post regularly

Monitor it

If You Share It, Expect Everyone To See It

Thinking before posting
cannot be emphasized
enough.



Practical Illustration



- Personal Branding
- Be Yourself
- Social Networking
- If You Share It, Expect Everyone to See It

Module Five: Review Questions

1. What must you establish in posts to define your brand?

A. Humor

B. Audience

C. Topics

D. Consistency

Module Five: Review Questions

2. What occurs when posts shift tone and topic?

A. At the end of the presentation

B. Before the presentation begins

C. Question sincerity

D. They are implied

Module Five: Review Questions

3. Which type of person is less likely to be trusted?

A. Fake

B. Sincere

C. Insincere

D. Blunt

Module Five: Review Questions

4. What should you share?

A. What you believe

B. Controversial information

C. What you hear

D. Anything

Module Five: Review Questions

5. More points should be assigned to _____.

A. What your customers use

B. Follow up meeting

C. Conference call

D. You do not need to follow up

Module Five: Review Questions

6. What will help expand your network when used correctly?

A. Posts online

B. Comments

C. History

D. Social networks

Module Five: Review Questions

7. How long does it take for a post to be shared?

A. Minutes

B. Seconds

C. Days

D. Hours

Module Five: Review Questions

8. How can information be shared after it is removed?

A. Emails

B. Links

C. Screenshots

D. It cannot

Module Five: Review Questions

9. Digital citizenship is a large part of networking and _____.

A. Branding

B. Daily postings

C. Work life

D. Social life

Module Five: Review Questions

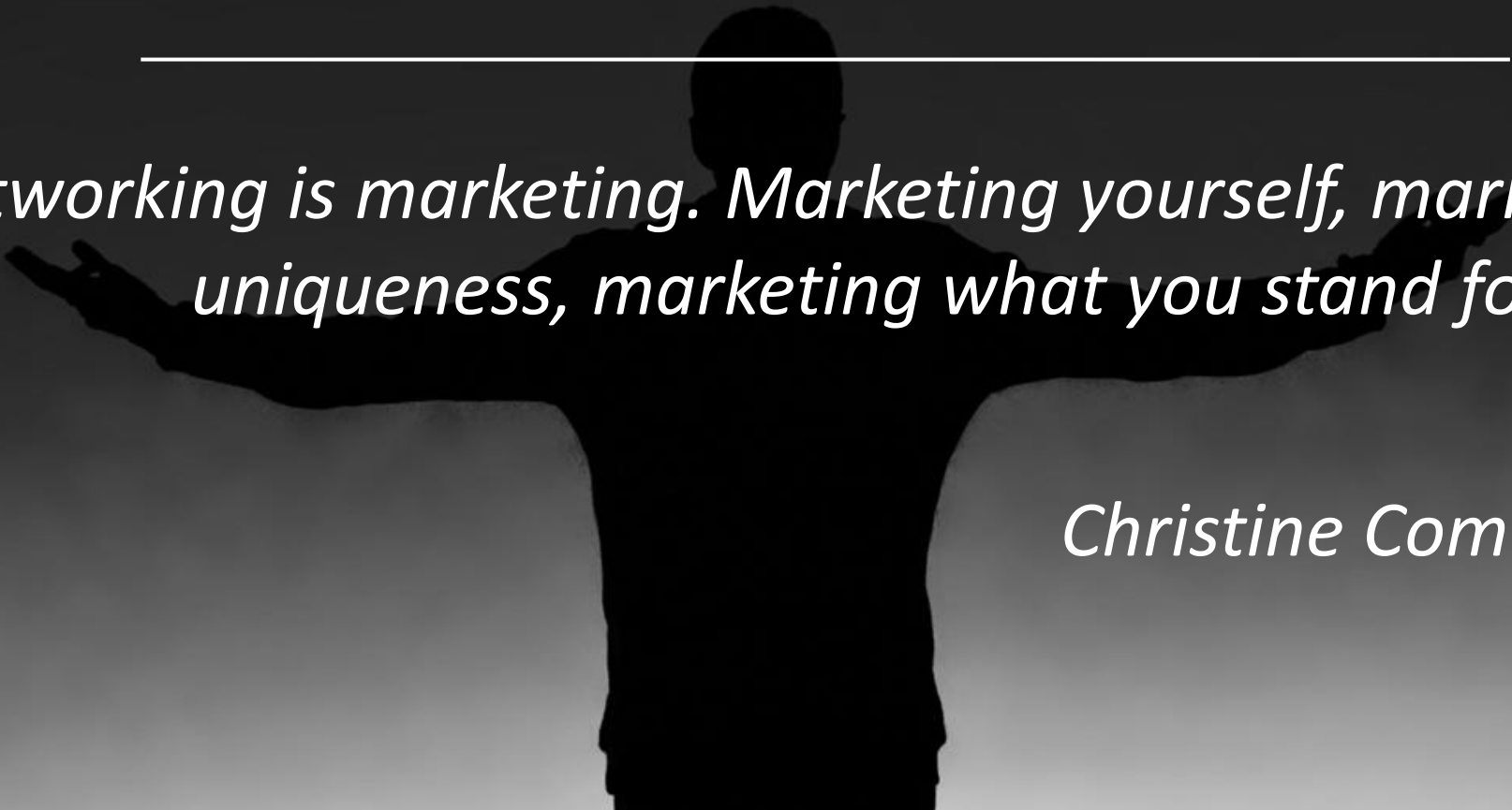
10. When developing your brand, what should you ask yourself?

A. What kind of income do I want?

B. What hours do I want to work?

C. What are my skills?

D. None of the above

A dark silhouette of a person with their arms outstretched horizontally, set against a light gray gradient background. A thin white horizontal line is positioned above the person's head.

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Networking is marketing. Marketing yourself, marketing your uniqueness, marketing what you stand for.

Christine Comaford-Lynch

MODULE SIX

Networking and Personal Branding (II)

Networking and branding require more than engaging in social media; they require relationship building.



Introduce Colleagues

Consider hosting mixers or other parties to help people meet each other in person and put faces to names.

Volunteer To Help Others

You will meet new people with similar interests; providing you with the opportunity to learn new, marketable skills.





Blog

Make a point

Be thorough

Be consistent

Guard Your Reputation

- Monitor your online activity
- Keep information private
- Be careful lending technology



Practical Illustration



- Introduce Colleagues
- Volunteer to Help Others
- Blog
- Guard Your Reputation

Module Six: Review Questions

1. What would you use to introduce people in person?

A. Host mixer

B. Email

C. Blog post

D. Public posts

Module Six: Review Questions

2. What should you do before introducing people through email?

A. Talk to one of them

B. Talk to both of them

C. Surprise them

D. Do not introduce them

Module Six: Review Questions

3. What should you do after volunteering?

A. Nothing

B. Talk

C. Share online

D. Network

Module Six: Review Questions

4. Where should you volunteer?

A. Nowhere

B. Work

C. Community

D. Work and community

Module Six: Review Questions

5. When should you do to be thorough in a blog?

A. Check grammar

B. Be consistent

C. Update

D. Make a point

Module Six: Review Questions

6. What do blogs require?

A. Nothing

B. Timing

C. Commitment

D. Conversation

Module Six: Review Questions

7. Personal information needs to be kept ____.

A. Separate

B. Private

C. Clear

D. Online

Module Six: Review Questions

8. What is the risk of loaning technology?

A. Participants

B. Caterer

C. Sound tech

D. People pose as you

Module Six: Review Questions

9. Networking requires _____.

A. Internet connections

B. Posting pictures

C. Give and take

D. Volunteering

Module Six: Review Questions

10. Why should you share your volunteering efforts online?

A. It's nice to get a pat on the back

B. You want to show how awesome you are

C. You may inspire others to volunteer

D. None of the above

A black and white photograph of a dense forest. The trees are tall and thin, with bare branches, suggesting a winter or late autumn setting. The ground is covered in fallen leaves and twigs. The atmosphere is misty or foggy, with light filtering through the trees. A horizontal white line is positioned above the quote.

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*If you reveal your secrets to the wind, you should not blame
the wind for revealing them to the trees.*

Kahlil Gibran

MODULE SEVEN

Digital Security and Safety (I)

Being a good digital citizen requires you to be responsible for your own security and safety.



Don't Trust Anyone You Don't Know

- You are asked to download something
- You are given a link to something
- You are asked for money
- You are promised money

Enable 2-Step Verification Processes

The process is simple, and it helps prevent the theft of your passwords.





Public Wi-Fi

- Turn off sharing
- Firewall
- Confirm the network
- Use sites with SSL
- Use VPN

Public Computers

- Do not save login information
- Erase your history
- Be aware of your surroundings
- Mind what you do



Practical Illustration



- Don't Trust Anyone You Don't Know
- Enable 2-Step Verification Processes
- Public Wi-Fi
- Public Computers

Module Seven: Review Questions

1. What is true of scammers?

A. They are professional manipulators

B. They are easy to spot

C. They are not active online

D. None of the above

Module Seven: Review Questions

2. What is NOT a sign of a scammer?

A. Ask for money

B. Provide personal, verifiable
information

C. Promise money

D. Ask for personal information

Module Seven: Review Questions

3. Where is the code sent for 2-step verification?

A. Email

B. Social media post

C. Phone

D. A code is not set

Module Seven: Review Questions

4. What is the purpose of the 2-step verification process?

A. Monitor traffic

B. Clear footprint

C. Check information

D. Prevent hacking

Module Seven: Review Questions

5. What should you turn off with public Wi-Fi?

A. Virus scan

B. Firewall

C. Sharing

D. Computer

Module Seven: Review Questions

6. What should not be used on public Wi-Fi?

A. Internet searches

B. Work email

C. Chats

D. Bank account

Module Seven: Review Questions

7. What should you do when you leave a public computer?

A. Erase history

B. Disable cookies

C. Save login

D. Nothing

Module Seven: Review Questions

8. When using a public computer, what should you never do?

A. Erase history

B. Leave the computer

C. Disable settings

D. Not save passwords

Module Seven: Review Questions

9. Being a good digital citizen requires you to be responsible for your own _____.

A. Security

B. Safety

C. A and B

D. Neither A nor B

Module Seven: Review Questions

10. Which is a sign that you are being scammed?

A. You are offered money

B. You are asked for personal information

C. You are asked to download something

D. All of the above



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In God we trust. All others, we virus scan.

Robbie Sinclair

MODULE EIGHT

Digital Security and Safety (II)

Digital security and safety require users to monitor email attachments, use strong passwords, back up files, and update software.



Email and Attachments

Before downloading or clicking on anything, hover over the link to see that the link you see and the link you are being directed to match.

Password Rules

Uppercase letters

Lowercase letters

Numbers

Symbols/characters





Back Up Your Files

- Full back up
- Incremental
- Differential backup
- Mirror
- Local
- Online

Update Your Software

Make sure that you update virus software, OS, firewall, iTunes, Microsoft Office, etc.



Practical Illustration



- Email and Attachments
- Password Rules
- Back Up Your Files
- Update Your Software

Module Eight: Review Questions

1. What should you do if an email seems strange?

A. Run a virus scan

B. Contact the sender

C. Update software

D. Open it

Module Eight: Review Questions

2. What should you do if you accidentally click something?

A. Contact security

B. Shut down

C. Virus scan

D. Turn off the internet

Module Eight: Review Questions

3. How many characters are typically a password minimum?

A. 8

B. 10

C. 12

D. 6

Module Eight: Review Questions

4. What is Not useful when creating a password?

A. Uppercase letters

B. Numbers

C. Symbols

D. Names

Module Eight: Review Questions

5. Which type of backup is the fastest to restore?

A. Full

B. Mirror

C. Local

D. Incremental

Module Eight: Review Questions

6. Which type of backup is slow to restore but keeps files safe in natural disasters?

A. Local

B. Incremental

C. Online

D. Full

Module Eight: Review Questions

7. What is a risk of not updating software?

A. Nothing

B. Virus

C. Short wait time

D. Loss of backup

Module Eight: Review Questions

8. What does Not need to be updated?

A. Virus software

B. Microsoft office

C. Word

D. All software needs to be checked for updates

Module Eight: Review Questions

9. Typically, how often do we use email?

A. Once a week

B. Every day

C. Twice per week

D. Annually

Module Eight: Review Questions

10. It is not yet possible to back up files online.

A. True

B. False



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Cyber bullies can hide a mask of anonymity online, and do not need direct physical access to their victims to do unimaginable harm.

Anna Maria Chavez

MODULE NINE

Dealing With The Darkside

Because interactions are not face-to-face, many people ignore basic civility. Harassment, trolling, and threats occur far too often online.



See It, Report It

- Scams
- Bullying
- Offensive posts
- Violent/threatening posts

Bullying and Harassment

- Block and report
- Keep a record
- Report it





Trolling

Identify trolls

Do not engage

Don't take it personally

Shared Something You Shouldn't Have?

The first thing you must do is remove the post immediately.



Practical Illustration



- See it, Report It
- Bullying and Harassment
- Trolling
- Shared Something You Shouldn't Have?

Module Nine: Review Questions

1. What should you Not report?

A. Opinions you disagree with

B. Threats

C. Offensive posts

D. Bullying

Module Nine: Review Questions

2. Problems should be reported to _____.

A. Police

B. Researchers

C. Administrators

D. Conferences

Module Nine: Review Questions

3. What is the first step to handling bullying and harassment?

A. Confront the harasser

B. Report it

C. Keep a record

D. Block

Module Nine: Review Questions

4. What is useful in keeping records of harassment?

A. Safety

B. Screenshots

C. Manager buy-in

D. Attendance

Module Nine: Review Questions

5. What is a feeding the troll?

A. Engaging

B. Ignoring

C. Offering food

D. Bullying

Module Nine: Review Questions

6. How do trolls view interactions?

A. Seriously

B. As bullying

C. As a game

D. As discussions

Module Nine: Review Questions

7. What should you do if a friend shares something you do not want shared?

A. Ask your friend to remove it

B. Report it

C. Remove it

D. Nothing

Module Nine: Review Questions

8. What is necessary if a post spreads before you have time to remove it?

A. Lying

B. Explanation

C. Learn a lesson

D. Damage control

Module Nine: Review Questions

9. Part of being a good citizen is _____.

A. Trolling

B. Addressing problems

C. Banking

D. Sharing

Module Nine: Review Questions

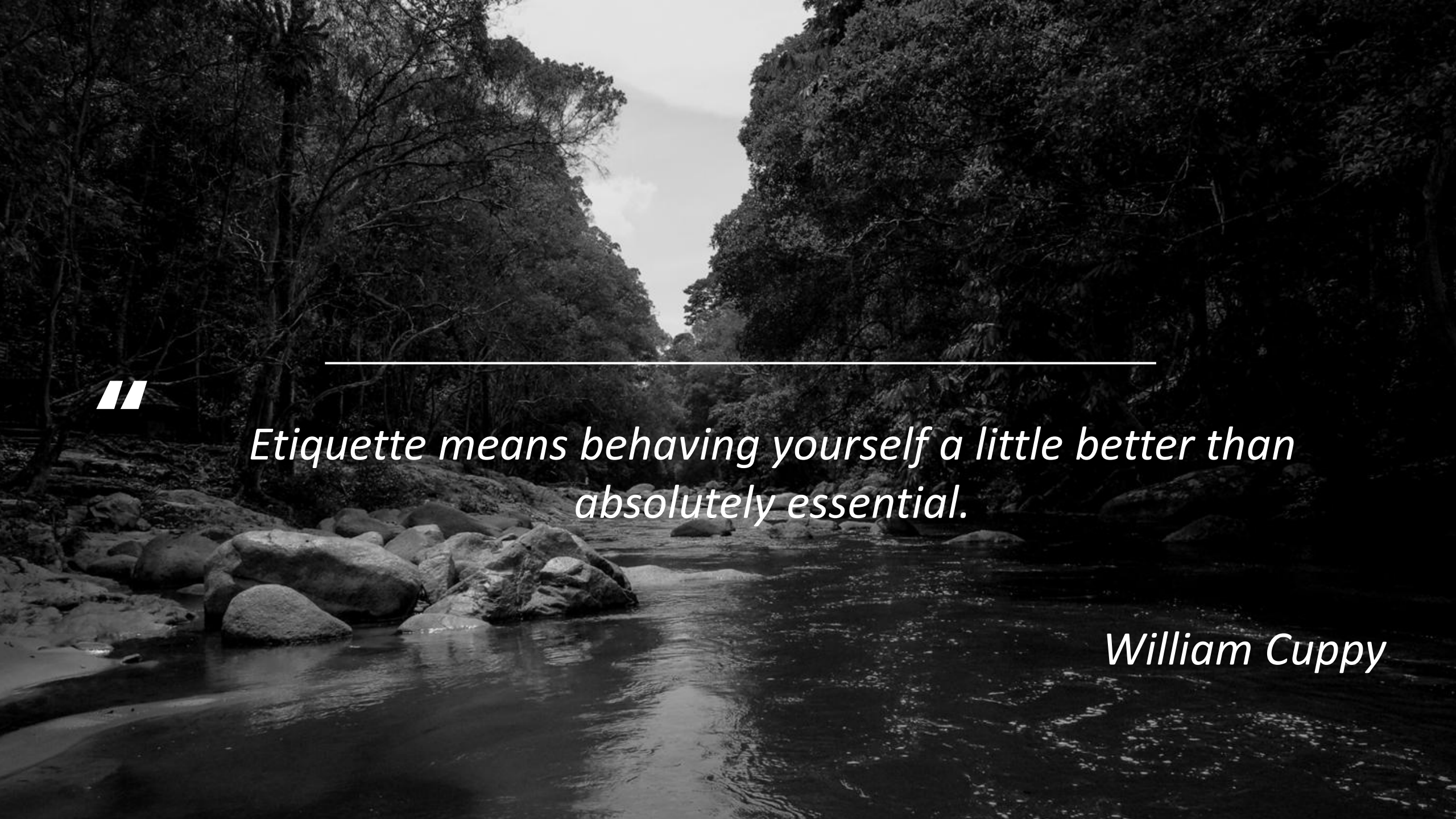
10. If you or someone you know becomes the victim of bullying or harassment, you need to _____.

A. Confront the bully

B. Discuss your options

C. Know how to handle the situation

D. Ask for feedback



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*Etiquette means behaving yourself a little better than
absolutely essential.*

William Cuppy

Digital Etiquette (I)

When we interact with others online, we should treat them like we would if they were standing in front of us.



Respect and Tone

Remember that you are talking to a person, not the embodiment of an idea.

Speak Up, Not Out

Be honest

Be calm

Be direct





Topics to Avoid

If you want to create controversy, bring up these topics: politics, religion, and sex.

Keep Private Messages Private

Negativity

Personal problems

Drama

Conversations



Practical Illustration



- Respect and Tone
- Speak Up, Not Out
- Topics to Avoid
- Keep Private Messages Private

Module Ten: Review Questions

1. What does not translate in written response??

A. Respect

B. Information

C. Central point

D. Tone

Module Ten: Review Questions

2. _____ will help prevent misunderstandings.

A. Emotion

B. Comments

C. Rereading

D. Nothing

Module Ten: Review Questions

3. What is Not speaking up?

A. Being honest

B. Being emotional

C. Being calm

D. Being direct

Module Ten: Review Questions

4. What does speaking out cause?

A. Escalation

B. De-escalation

C. Relationship

D. Nothing

Module Ten: Review Questions

5. Which topic is safe to discuss?

A. Weather

B. Sex

C. Politics

D. Religion

Module Ten: Review Questions

6. What should your posts focus on?

A. Personal growth

B. Professional growth

C. Personal and professional growth

D. It does not matter

Module Ten: Review Questions

7. Before posting online, what should you ask yourself?

A. Will your friends like it?

B. Are you comfortable sharing this with strangers?

C. Do you like it?

D. Nothing

Module Ten: Review Questions

8. What is true of privacy online?

A. It requires virus software

B. It requires a name change

C. It is guaranteed

D. There is none

Module Ten: Review Questions

9. It is easy to forget what, while we scroll and search the internet?

A. Political statements

B. Actual people write what you read

C. Religions views

D. All of the above

Module Ten: Review Questions

10. What is most important to remember when communicating?

A. What would your boss think

B. To be respectful

C. How to use LinkedIn

D. How to access a private account

A black and white silhouette of two people climbing a mountain. One person is on the lower slope, reaching up to help the other person who is higher up the mountain. A horizontal line is drawn across the middle of the image, passing behind the figures.

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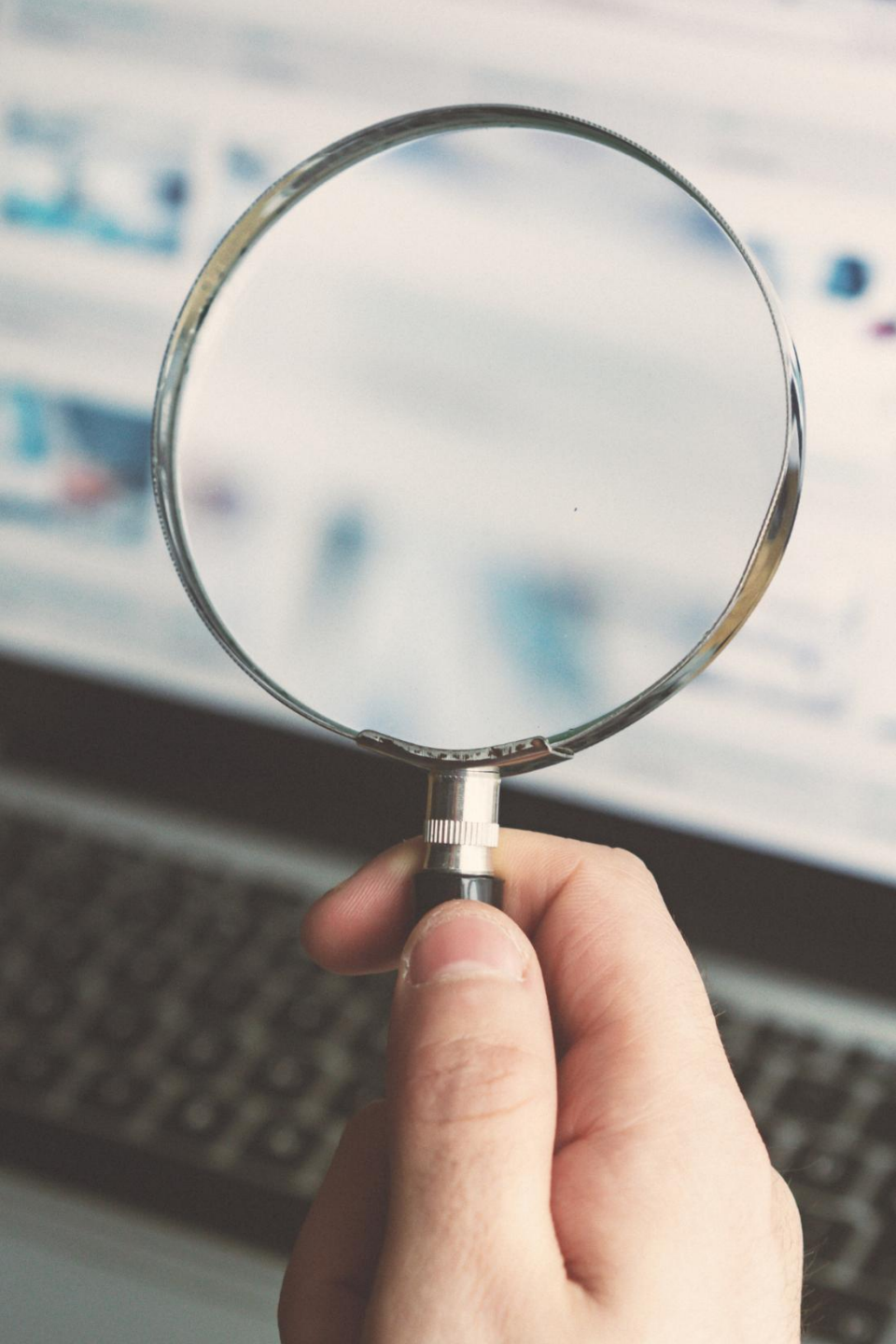
Politeness and consideration for others is like investing pennies and getting dollars.

Thomas Sowell

MODULE ELEVEN

Digital Etiquette (II)

It is important to understand why people behave the way that they do.



Educate Yourself

In order to be part of the digital community, you must be familiar with the tools necessary to access it.

Information Processing

- Can you verify the information?
- Is the source reputable?
- Is there a copyright?
- What is the purpose of the information?





Internet Boldness

Internet boldness can be helpful; shy people can often communicate better online.

Permission to Share

Some people are more comfortable with their pictures and information being shared than others.



Practical Illustration



- Educate Yourself
- Information Processing
- Internet Boldness
- Permission to Share

Module Eleven: Review Questions

1. What is necessary to be a digital citizen?

A. Be familiar with tools

B. Be an expert

C. Use a computer

D. Nothing

Module Eleven: Review Questions

2. Where do you Not find materials to educate yourself?

A. Company website

B. Tools

C. Journals

D. Product reviews

Module Eleven: Review Questions

3. What is a reputable source?

A. Blog

B. Chat room

C. Mayo Clinic

D. None of the above

Module Eleven: Review Questions

4. What is true of a large percentage of information?

A. It is true

B. Most is true

C. It is equally true and false

D. It is false

Module Eleven: Review Questions

5. What makes people bold on the Internet?

A. Truth

B. Space

C. Time

D. Anonymity

Module Eleven: Review Questions

6. Who benefits from boldness online?

A. No one

B. The bold

C. The funny

D. The shy

Module Eleven: Review Questions

7. What is true of much of the information online?

A. It is copyrighted

B. It is free

C. It is public domain

D. None of the above

Module Eleven: Review Questions

8. What should you do before posting something you find online?

A. Research it

B. Check the source

C. Ask

D. Look for a copyright

Module Eleven: Review Questions

9. Technology is _____.

A. Difficult

B. Ever changing

C. Evolving

D. B and C

Module Eleven: Review Questions

10. The key to information processing is _____.

A. Continuing education

B. Trolling

C. Ask friends

D. Consider the source

MODULE TWELVE

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Digital Citizenship is just beginning.



Words From the Wise

If once you forfeit the confidence of your fellow-citizens, you can never regain their respect and esteem.

- Abraham Lincoln

Citizenship is a tough occupation which obliges the citizen to make his own informed opinion and stand by it.

- Martha Gellhorn

Security is always expensive until it is not enough.

- Robbie Sinclair

There can be no daily democracy without daily citizenship.

- Ralph Nader