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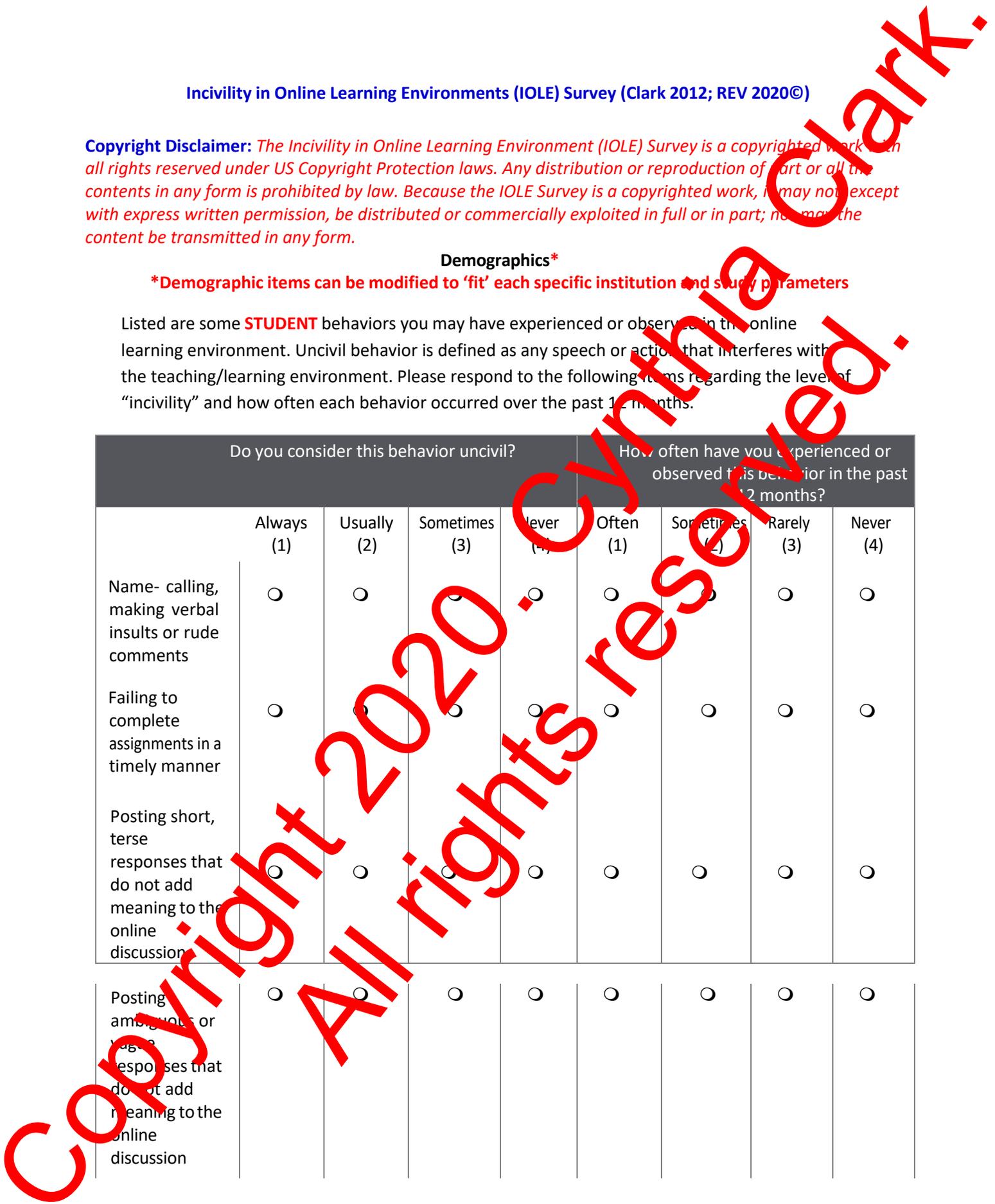
Demographics*

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

Listed are some **STUDENT** behaviors you may have experienced or observed in 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 items regarding the level of "incivility" and how often each behavior occurred over the past 12 months.

	Do you consider this behavior uncivil?				How often have you experienced or observed this behavior in the past 12 months?			
	Always (1)	Usually (2)	Sometimes (3)	Never (4)	Often (1)	Sometimes (2)	Rarely (3)	Never (4)
Name- calling, making verbal insults or rude comments	○	○	○	○	○	○	○	○
Failing to complete assignments in a timely manner	○	○	○	○	○	○	○	○
Posting short, terse responses that do not add meaning to the online discussion	○	○	○	○	○	○	○	○
Posting ambiguous or vague responses that do not add meaning to the online discussion	○	○	○	○	○	○	○	○

	Always (1)	Usually (2)	Sometimes (3)	Never (4)	Often (1)	Sometimes (2)	Rarely (3)	Never (4)
Refusing to participate in required online discussions	○	○	○	○	○	○	○	○
Making personal attacks or threatening comments	○	○	○	○	○	○	○	○
Making belittling comments to others about a classmate	○	○	○	○	○	○	○	○
Making belittling comments to others about a faculty member	○	○	○	○	○	○	○	○
Making racial, ethnic, gender or religious slurs	○	○	○	○	○	○	○	○
Using inappropriate chat acronyms such as "wtf"	○	○	○	○	○	○	○	○
Criticizing non-traditional or minority groups	○	○	○	○	○	○	○	○
Cheating on exams or quizzes	○	○	○	○	○	○	○	○
Taking credit for others' work	○	○	○	○	○	○	○	○
Challenging faculty knowledge or credibility	○	○	○	○	○	○	○	○

	Always (1)	Usually (2)	Sometimes (3)	Never (4)	Often (1)	Sometimes (2)	Rarely (3)	Never (4)
Failing to fulfill group responsibilities	○	○	○	○	○	○	○	○
Posting others' personal information	○	○	○	○	○	○	○	○
Flooding an online environment with irrelevant comments	○	○	○	○	○	○	○	○
Speaking negatively 'off-line' about members of online group members – (breaching confidentiality)	○	○	○	○	○	○	○	○
Other (please specify)	○	○	○	○	○	○	○	○

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

	Do you consider this behavior uncivil?				How often have you experienced or observed this behavior in the past 12 months?			
	Always (1)	Usually (2)	Sometimes (3)	Never (4)	Often (1)	Sometimes (2)	Rarely (3)	Never (4)
Name- calling, making verbal insults or rude comments	○	○	○	○	○	○	○	○
Posting vague or confusing syllabus	○	○	○	○	○	○	○	○

Having unclear expectation about assignments	○	○	○	○	○	○	○	○
Changing assignments or course requirements without warning	○	○	○	○	○	○	○	○
Failing to post assignments in a timely manner	○	○	○	○	○	○	○	○
Failing to respond to student postings in timely manner	○	○	○			○	○	○
Failing to post grades in a timely manner	○	○		○		○	○	○
All students in a group receiving the same grade regardless of individual effort or contribution	○	○	○		○	○	○	○
Unfair or subjective grading	○	○		○	○	○	○	○
Making vague or unhelpful comments about a student assignment or posting	○		○	○	○	○	○	○

Assigning grades without providing useful feedback	○	○	○	○	○	○	○	
Making personal attacks or threatening comments	○	○	○	○	○	○	○	○
Making belittling comments toward students	○	○	○	○	○	○	○	○
Making belittling comments about a faculty member	○	○	○	○	○	○	○	○
Making racial, ethnic, sexual or religious slurs	○	○	○	○	○	○	○	○
Using inappropriate chat acronyms such as "wtf"	○	○	○	○	○	○	○	○
Criticizing non-traditional or minority groups	○	○	○	○	○	○	○	○
Exerting superiority or rank over others	○	○	○	○	○	○	○	○
Threatening to fail student for not complying to faculty's demands	○	○	○	○	○	○	○	○

Ignoring disruptive student behaviors	◯	◯	◯	◯	◯	◯	◯	
Challenging faculty knowledge or credibility	◯	◯	◯	◯	◯	◯	◯	◯
Posting others' personal information	◯	◯	◯	◯	◯	◯	◯	◯
Speaking negatively 'off-line' about members of online group members – (breaching confidentiality)	◯	◯	◯	◯	◯	◯	◯	◯
Other (please specify)	◯	◯	◯	◯	◯	◯	◯	◯

To what extent do you think incivility in the online learning environment is a problem?

- ◯ No problem at all
- ◯ Mild problem
- ◯ Moderate problem
- ◯ Serious problem
- ◯ I don't know/can't answer

Based on your experiences or perceptions in online classes, do you think that students or faculty are more likely to engage in uncivil behavior?

- ◯ Faculty members are much more likely
- ◯ Faculty members are a little more likely
- ◯ About equal
- ◯ Students are a little more likely
- ◯ Students are much more likely
- ◯ I don't know/can't answer

Using 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?

- ❍ Use empirical tools (surveys, etc.) to measure incivility/civility and address areas of strength/growth
- ❍ Establish codes of conduct that define acceptable and unacceptable behaviors
- ❍ Role-model professionalism and civility
- ❍ Raise awareness and provide civility education
- ❍ Integrate civility and collegiality into performance evaluations
- ❍ Provide training for effective communication and conflict negotiation
- ❍ Develop and implement comprehensive policies and procedures to address incivility
- ❍ Reward civility and professionalism
- ❍ Implement strategies for stress reduction and self-care
- ❍ Take personal responsibility and accountability for actions
- ❍ Other: Please specify _____

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

1. The greatest challenge I have with online learning is…

2. To me, the greatest advantage of online learning is…

3. The most effective way to promote civility in online learning is to….