

Office Hour, Communication, Netiquette: Information for Students

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Office hour:

- My weekly office hour is on Thursday from 10:00–12:00h. During this period anyone can drop in at my office to discuss anything they wish to discuss with me without advance notification.
- Occasionally my office hour may not take place. In such a case my absence will be announced on my webpage. In order to avoid disappointment, I recommend that you check my webpage to this end before you come to my office hour.
- If you cannot make it on a Thursday morning, you can book an appointment by email.
- It goes without saying that anything you discuss with me is strictly confidential.

Communication with your professor:

- My native language is German. I also speak English, Norwegian, French, and Italian. If you ever feel there is a problem of miscommunication of whichever sort going on, please do not hesitate to raise your concern (we all make mistakes in foreign languages, no matter our level of proficiency, without being necessarily aware of them).
- If you are Norwegian, I kindly ask you to use Norwegian in communication with me. Otherwise you are welcome to use English (or German, French, Italian if you are more comfortable in any of these).
- It is standard in the Scandinavian countries to be on a first-name basis. I will address you with your first name, and you can address me with my first name too.

General remarks on netiquette:

- When we interact online, it is important to remember that there is a living and sentient person on the other side.
- As a thumb rule, before you write something to someone online, ask yourself: would I write this in the same way/form/tone as if I wrote a (formal) letter? Would I use the same words in face-to-face communication? If your answer is no, go back and rephrase!
- Being polite does neither hurt nor cost, but by being impolite you are likely to hurt someone.

Netiquette in electronic communication with your professor:

- If you want to write to me in connection with a course, before you write check if the answer to your question cannot already be found online or on one of the documents distributed in class.
- Otherwise, do not hesitate to send me an email with any questions, problems, concerns, suggestions, etc. you may have (there are no ‘stupid questions’). I do my best to reply within 24 hours.
- Please adhere to the following standards of politeness in your email to me:
 - If you are Norwegian, please write in Norwegian. Otherwise use English (or German, French, Italian if you are more comfortable in any of these).
 - Please include a form of address that includes my first name and a form of farewell that includes your first name.
 - Please state your concern in a clear manner (since I am not a mind reader, I will not be able to figure out anything that is not unambiguously stated).
 - Please note that emails that do not conform to this netiquette will not be answered.
- When you receive help / an answer, please acknowledge this by a quick ‘thank you’ reply. This is general politeness, and it also reassures me that you have actually received my email.