

## College of the Environment COVID-19 Response Guidance: Remote Advising

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### Relevant UW Guidance:

- [President Cauce message to faculty and staff: Beginning March 9, classes and finals will not be held in person](#) (6 March 2020)
- [Provost Richards and Prof. Janes message to faculty and graduate students: Moving classes online and concluding the winter quarter](#) (6 March 2020)

To: Academic Unit Leadership (Chairs/Directors and Administrators)

This email has guidance about student advising, and information about online and remote advising needs and options.

Given the suspension of in-person classes, units throughout campus have devised their own policies regarding options for online - and possibly remote - advising. It is essential that ***each unit in the College of the Environment develop its own policy regarding advising practices***, including whether some/any advising should take place in-person. Online advising options can be accomplished from the advising office. Remote options are defined as those where the adviser is off-site (e.g., working from home).

### **Resources and options for offering online and remote advising:**

- **Equipment:** To conduct online advising, your student services staff must have appropriate equipment, including but not limited to a phone; and a computer with a camera (in-office) or a laptop with camera (for remote site work). Depending on circumstances, headphones or earbuds may also be required.
- **Notification:** Notify all students about how to schedule an online appointment. Post signage in your unit's main office and announcements on your unit website directing students to online advising options.
- **Zoom:** UW-IT has made UW ZoomPro free to all current students, faculty and staff. Anyone in this category can host meetings of unlimited duration for conducting UW business. See instructions [HERE](#). Zoom advising reminders:
  1. Online appointments just require a microphone, although a webcam can be used as well.
  2. Before beginning the online appointment, check to ensure that you are **not** recording the meeting. Students must consent to be recorded. The recording is considered part of the student's record and is subject to the [retention schedule for student records](#).

- **Advising remotely:**
  1. Guidance and "how to's" on [remote work are available through UW-IT](#).
  2. Make sure that you can access your desk phone messages. Information about how to access your voice messages online or to have voice messages emailed to you is available [HERE](#). You can also arrange to have your desk phone ring simultaneously to an alternate phone (e.g., cell) by using [Extension Connect](#). You can control when this does and does not ring through to your alternate phone.
  3. Make sure that you can access your files. Create a plan for secure file access including appropriate cloud storage, if necessary. UW-IT recommends using [Husky OnNet](#) as a VPN for secure remote file access.
  4. When offering advising appointments from an off-campus location, make sure you are in a private location so that others cannot overhear your conversation. Using a hands-free phone jack will ensure no one can hear the student(s).
- **Sharing documents:** Do not email student documents. It is more secure to use UW Google Drive, UW OneDrive, or Canvas to share documents. Be mindful of share settings while using cloud services.
- **Support for online advising:** The UW Online Advising Group has created and shared a resource in development: [Student Privacy, Information Security & Advising with Technology](#). This is a working document about using technology securely, advising remotely using email and Zoom, and digital record retention. The UW Online Advising Group is offering a drop-in support session for advisers who have questions about online advising on Wednesday, March 11<sup>th</sup> 10:00 AM – 11:00 AM. You can [register here](#).

**Guidance for in-person advising:**

If a unit decides to continue in-person advising, [recommendations from Seattle and King County Public Health](#) include appropriate social distancing, and avoiding bringing large groups of people together in close proximity. Therefore, please abide by the following guidelines:

- Make remote participation available. Ask students who are sick, or are in high risk groups, to access advising remotely.
- Try to find ways to give people more physical space. Make sure office space is configured to allow for social distancing, or a 6 foot distance between people. If necessary, reserve a conference room so people can, at a minimum, sit every other seat. Please tell them to do that.
- Practice good hygiene.
- Make hand sanitizer and cleaning supplies available. Please announce that availability to students.
- Disinfect high touch surfaces (e.g., table tops, chair arms, door handles) before and after student advising sessions. Standard cleaning products are effective against COVID-19.

If you have any questions on any of the above please feel free to contact Julia Parrish, Michelle Hall or Megan Russell.