

Online Advising Etiquette

How to Prepare for Online Advising Services

Online Advising provides a way for students to connect with an advisor via videoconferencing, live chat, and/or email. BCOE Advising expects students to prepare for and treat online advising services as they would for in-person services on campus. During the stay home order, online advising services replaces traditional in office advising. We understand that web-based advising is new to many. This page will give you an overview of appropriate etiquette when interacting in this new environment. **It is important for you to read and understand the information below in order to use online advising services.**

Student Conduct

Please remember that standards of student conduct also apply to the virtual campus environment. Students must adhere to both UCR and BCOE policies, regulations, and procedures when utilizing online advising services.

Violations include but are not limited to:

- Not following established guidelines and etiquette for online advising.
- Dishonesty, cheating, plagiarism, lying or knowingly furnishing false information to the University and its officials.
- Forgery, alteration, or misuse of University documents, records, or identification.
- Knowingly accessing and without permission altering, damaging, deleting, destroying, copying, or otherwise using any data, which reside or exist internal or external to a computer, computer system, or computer network in the University.

Failure to adhere to online advising rules of conduct, etiquette, and guidelines may result in the elimination of online advising services and/or disciplinary action.

Chat Etiquette

- Live Chat is available for quick questions and general information
- Treat a chat session just as you were speaking/interacting with an advisor or staff member in person on campus. Avoid use of profanity, offensive and/or discriminatory language.
- A student may be directed to submit a request for an appointment if the question or service cannot be provided in a chat session

Videoconferencing Etiquette

Advising appointments are confidential. BCOE Advising strongly encourages using a private computer, tablet or smartphone in a quiet environment.

We also recommend the following:

- Wear proper attire
- Make sure there is proper lighting in the room
- Make sure there is little to no background noise
- Have a headset with microphone ready (your your cell phone headset will work great!)
- Avoid interruptions – Do not answer phone calls, text or surf the web during the appointment
- Inform people around you of the need for uninterrupted time. Additionally, be aware that without a FERPA release document on file we can not speak with parents/guardians.
- Be respectful when communicating with your advisor

Please do not engage in videoconferencing while you are driving or participating in other activities.

Advising faculty and staff reserve the right to end a chat or videoconferencing session if a student engages in behavior deemed inappropriate, offensive and/or discriminatory.

Confidentiality

Information about you is confidential. It is important that you supply the most current information about your educational history, plans, and career goals to assist the advisor with providing you with the most accurate information specific to your needs.

Please read the following statements regarding your online information:

- Per the Family Rights and Privacy Acts (FERPA), I hereby grant permission for BCOE Advising to discuss academic information about me via an online advising platform, like chat, e-mail, videoconferencing tools.
- I certify that I am the student who submitted an online advising request and that I have provided my accurate personal information, educational history, and educational goals.
- I authorize the advisor to view my academic records.
- I authorize the advisor to provide me with information related to my academic records through email, chat and other online advising tools.

Privacy Protection

Please read the following statements regarding your online information:

I understand that the most important action I can take regarding online advising is to protect my personal information from others. I have provided an accurate and private email address. I

understand that the advising faculty and staff may contact me at the phone number and/or email address I provide.

If you are using a public/shared computer, protect your data (e.g. clear download/browsing history, sign-out, don't save passwords).