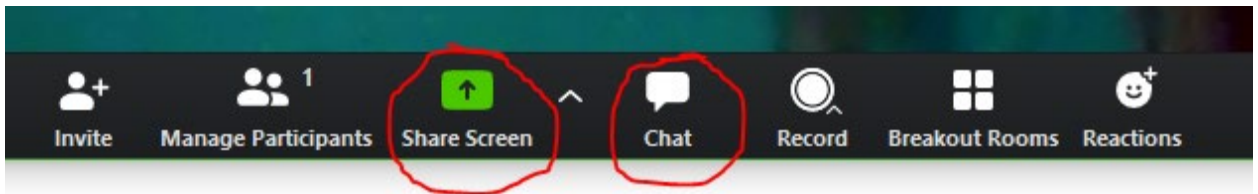


## Remote Advising Checklist & Guidelines

- **Contact your advisees and ask them to meet with you (via Zoom or phone) to register for classes**
  - Zoom is recommended to keep a personal connection with students in this time of uncertainty
  - An email was sent from your R&R or Dean on 3.19.2020 – use it to assist you with this initial contact
  
- **When an advisee replies to your email, provide them a number of options for meeting times.**
  - Remember, students' schedules have likely drastically changed – some will have children home from school, others will have lost or taken jobs due to economic uncertainty. A variety of meeting time options is most preferable.
  - Students may be out of the area, so be sure to specify that times listed are Mountain time zone.
  
- **Set up a time to Zoom or call with the student.**
  - Use the “Creating a Zoom Advising Mtg. Directions” document
  - If advising via phone, sending the student an Outlook calendar invitation can help them remember the appointment, cutting down on frustrating rescheduling
  - Tell the student they must be at a computer with SNAP access during your appointment
  - Instruct students to visit the registration area on the BHSU homepage (<https://www.bhsu.edu/Academics/Registration-Records/Registration-Information>) to prepare for their advising appointment. Here they will find:
    - Video tutorials on finding their registration date, figuring out whether they have holds, and using SNAP
    - Instructions about registration
    - Contacts for taking care of holds
    - Course rotations, status sheets, and gen ed requirements
  
- **You may want to instruct the student to make a preliminary plan for Fall and Spring (and summer if applicable) for you to talk about during your meeting**
  
- **Look at the student's DegreeWorks Dashboard (program evaluation) in SNAP before your appointment if possible**
  
- **Make sure you take the student's advising hold off during or immediately after your appointment.**
  - Use the 'how-to' guide, attached to your email from 3.20.2020
  
- **If the student will be graduating in Fall 2020 or Spring 2021, remind them that they must make an appointment with the registrar for a grad check and to schedule their graduation.**
  - More info about graduation can be found [here](#)

- An **email follow-up is recommended**, highlighting key points of your conversation and encouraging continued communication
- **Be sure to visit about other things that you would normally cover in an advising appointment**, such as internships, portfolios, study abroad opportunities, and career discussions. Reassure the students that Covid-19 restrictions won't last forever.
  - Students may be concerned about paying for future semesters – assure them that payment is not due until the day before classes start in the fall and can be dropped with no penalty before that date if needed.
  - **It's also a good idea to ask the student if they are doing okay personally**
  - **Counseling is available via phone through BHSU**
  - **Students probably most need assurance that things are going to be alright.**
  -
- **Familiarize yourself with Zoom, and especially the “Share Screen” and “Chat” functions.**
  - You can share your screen when looking at SNAP to show students courses you are recommending or something that you wish to draw their attention to in DegreeWorks
  - The student can also share their screen with you.
  - The chat function is handy if you are having difficulty with audio clarity or connection.
  - **It is helpful to have screens that you know you will use** (BHSU homepage, SNAP, the student's program eval, etc.) **open** when you start the appointment to eliminate time searching.



- If you have not already done so, **forward your office phone to your cell or home phone.**
  - You can do this without visiting your office by sending your request (and both phone numbers) to [Joel.Lapka@bhsu.edu](mailto:Joel.Lapka@bhsu.edu).
- **Ask for help**
  - Change or declare a major or minor [Brenna.Sadowski@bhsu.edu](mailto:Brenna.Sadowski@bhsu.edu)
  - Help with holds – [view contacts here](#)
  - Counseling appointments      605-642-6520      [Justin.Logue@bhsu.edu](mailto:Justin.Logue@bhsu.edu)
  - R&R contacts for troubleshooting, assistance, and weird (or normal) questions:
    - Janette Hettick      605.642.6934      [janette.hettick@bhsu.edu](mailto:janette.hettick@bhsu.edu)
    - Dana Weber      605.642.6277      [dana.weber@bhsu.edu](mailto:dana.weber@bhsu.edu)
    - Clarissa Thompson      605.642.6270      [clarissa.thompson@bhsu.edu](mailto:clarissa.thompson@bhsu.edu)

- Rapid City advisor contacts:
  - Whitney Bischoff 605.718.4197 [Whitney.Bischoff@bhsu.edu](mailto:Whitney.Bischoff@bhsu.edu)
  - Chuck Knauer 605.718.4077 [Charles.Knauer@bhsu.edu](mailto:Charles.Knauer@bhsu.edu)
  
- TRIO advising contact:
  - Ashley Kirchner 605.642.6824 [Ashley.Kirchner@bhsu.edu](mailto:Ashley.Kirchner@bhsu.edu)
  
- Honors advising contact:
  - Kelly Kirk 605.642.6935 [Kelly.Kirk@bhsu.edu](mailto:Kelly.Kirk@bhsu.edu)

Not sure where to send a student?

- \* Terri Bjorum [Terri.Bjorum@bhsu.edu](mailto:Terri.Bjorum@bhsu.edu)

*\*\*\* Send Terri the student's name, student ID, major, and question. She has volunteered to figure out who the best person to answer the question is and move it along.\*\*\**

**\*\* Students will likely be facing other (particularly financial) challenges as people increasingly self-isolate. As businesses close, students may be out of work, as may their families. They may also be operating at an increased level of stress and anxiety. Please use the Campus and Community Resource Guide (attached to your Remote Advising Resources email from 3.20.2020) for a compiled list of resources in the local area.\*\***