

Remote Advising Services

How to approach your virtual advising appointment.

The University at Buffalo academic advising community is committed to offering a full range of remote advising services to meet the evolving needs of the global community and our students. To help create the best learning environment for a remote advising experience, you are urged to apply the following best practices when preparing for and attending your remote advising appointment.

Preparing for Remote Advising Appointment

- Make sure you have a reliable internet connection. If possible, use a computer or laptop instead of a phone.
- Ensure you can see and hear your remote screen and that your remote account lists your preferred first and last name. You can also enter your pronouns after your last name, if you prefer.
- Find a quiet, secluded location with a neutral wall or backdrop.
- Utilize headphones, particularly if others are in listening proximity.
- If you intend for others to be included in your advisement appointment, notify your advisor at the outset of the appointment to provide your necessary consent. As per the [Family Educational Rights and Privacy Act \(FERPA\)](#), ensure you also provide consent to the University at Buffalo by completing the [FERPA Information Disclosure Consent Form](#) (UBIT name and password required).
- Recording an advising appointment is discouraged. In most cases, an advisor's email summarizing the appointment is an effective substitute. As per the [Reasonable Accommodation Policy](#), if a student [requests the accommodation](#) of recording, advanced permission is required. Upon approval of [Accessibility Resources](#), the advisor (not the student) has permission to record the advising appointment.

Remote Advising Appointment Etiquette

- If using video, dress appropriately. Dress as if you were meeting with your advisor in his/her office.
- Try to avoid walking around or leaving the camera during your appointment. Remain engaged throughout your online advising appointment.
- For safety reasons, do not drive during your appointment. [Reschedule your appointment](#), if needed.
- Do not engage in conversations with others around you during your appointment. Outside conversations can be distracting and run the risk of infringing on [FERPA](#) guidelines.

Remote Advising Platforms

- Various advising offices may use different platforms when conducting remote advising appointments.
- The confirmation email you receive upon scheduling your advising appointment in [Navigate](#) can help you determine which platform your advisor will use. If you have questions, contact your [advisor/advising center](#).
- Possible remote advising platforms include:
 - [Zoom](#): View the [Zoom Guide for UB Students](#) for basics on meetings, classes, study groups and practice presentations.
 - [Webex](#)
 - [Microsoft Teams](#)

We Look Forward to Working with You!

Remember, all UB students are assigned a professional academic advisor based upon their major and/or affiliation with a scholarly community, program or athletics. You can view your advisor in [Navigate](#) or via the [HUB Student Center](#). You are encouraged to meet with your advisor early and often—at least once a semester until graduation. Be sure to review the [Academic Advising Syllabus](#) for important information and other helpful resources.