What to do when advising or meeting a student remotely

Many faculty and staff are likely to find themselves advising remotely this fall. It is important to remember that if a student wants or needs to see a counselor at Counseling and Psychological Services (CAPS), our services are available! CAPS will continue to provide remote counseling services for a majority of our clinical services.

Whether you’re working with a student in crisis or distress during an advising meeting or you need to provide a student with difficult feedback, CAPS is here to help.

The following are tips to help you PREPARE for unforeseen crises:

• At the beginning of (or before) your first meeting, obtain the following information:
  • Student’s telephone number – Explain to the student that you will use this number if you get disconnected by Zoom or there are technology failures.
  • Student’s physical address they will be at during the remote meeting (full address is preferable in case they are out of state).
  • Student’s emergency contact (name and phone number).
• Feel free to check the phone number and location during each subsequent meeting. The crisis contact may need to be verified each meeting if this changes for the student.
• If a student becomes distressed while you are meeting with them, you can contact CAPS at (402) 472-7450. The CAPS front desk staff will assist you in connecting remotely with a CAPS staff member.

CAPS IS OPEN and committed to continue to provide support. CAPS uses a secure HIPAA-compliant Zoom Software to ensure confidentiality during appointments.

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