

Participating in Remote Reviews Guidance for Instructional Team

Frequently Asked Questions (FAQs)

Review Basics

1. Can we delay the Review until we're back on campus?

In order to facilitate timely resolutions of cases, we will not delay scheduling Reviews to accommodate an in-person review. We will continue to schedule cases which are pending review per AIO standard practices.

2. How can I participate in the review?

All reviews will be conducted using Zoom, a free videoconferencing service offered by the University. All participants will be expected to participate in the review using video and audio. For more information on Zoom, please view the following link:

<https://blink.ucsd.edu/technology/file-sharing/zoom/index.html>

In order for you to maximize your ability to participate in the process, you are expected to make arrangements to accommodate video participation.

3. What do I do if I do not have access to a reliable computer with audio and video capabilities?

Notify AIO via email (aio@ucsd.edu) as soon as possible! We understand that not everyone has consistent and reliable access to resources essential in participating in a remote review. These resources include a laptop with video and audio capabilities.

For IAs: UCSD Student Affairs has developed resources to address students technology needs during this period, please view those resources here:

<https://vcsa.ucsd.edu/news/covid-19/#Internet-and-Technology-Access>

4. Can I participate by phone?

All participants will be expected to participate in the review using video and audio. In the event you experience technical difficulties during the review, you will be provided with a phone number and meeting access code which will allow you to participate via phone.

This option is for emergency or extenuating purposes as only as you may experience difficulty fully participating in the review. Please contact AIO via email (aio@ucsd.edu) if you have questions.

5. I do not have a private room, what should I do?

AIO takes its responsibility to maintain the confidentiality of the Reviews and the privacy of those involved very seriously. In order to protect the confidential and sensitive information conveyed during reviews, you are expected to participate in a space which is private.

If acquiring a space which is private will be difficult for you, please use a virtual background and headphones.

If you have concerns about your ability to meet the expectation of privacy, please notify AIO as soon as possible by emailing aio@ucsd.edu.

For additional information about FERPA and student privacy, please visit:

https://evc.ucsd.edu/units/privacy/covid-19.html?_ga=2.97764255.1603283420.1586064383-86160265.1565204372

6. Can others listen into the review?

No. In order to protect the confidential and sensitive information conveyed during reviews, no non-relevant parties (e.g., lawyers, parents, friends) are NOT permitted to be in the Review.

If during the review, the Presiding Officer becomes aware that there are unauthorized individuals either overtly or covertly observing or listening to the proceedings, they will pause the Review until non-relevant parties have been removed.

7. How is AIO protecting against “zoom bombing”?

The AI Office is following campus directions to protect against zoom bombing: our Review zoom URLs are not posted publicly, we are using the waiting room feature to control the admittance of guests.

8. Can anyone help us during the review?

Yes, if you have requested one, AIO Advisors continue to be available to assist you during the review process. AIO will facilitate a space for you to privately communicate with your advisor during the review. Only AIO Advisors & AS Advocates are able to assist students (i.e., family members and friends cannot participate as advisors during the review process).

For more information on AIRB Advisors, please visit here:

<https://academicintegrity.ucsd.edu/process/airb-advisors.html>

For more information on AS Advocates, please visit here: <http://asadvocacy.ucsd.edu/>

9. Will the review be recorded?

Yes, per Policy, the review will be audio and video recorded to maintain an accurate case record. The breakout rooms will not be recorded.

10. How many people will be involved?

In most Reviews, the following will be involved:

Presiding Officer - who facilitates the Review

Review Board - 3 faculty, 1 undergraduate and 1 graduate panel member

Instructional Team - the involved Instructor and any involved IAs

Student - the involved student(s)

Advisors/Advocates

In the event a full panel cannot be assembled, the student has the option to elect to proceed with a reduced Review Panel. A reduced panel consists of no less than two faculty members and one student board member.

11. How will I receive the review packet?

You will receive a link which will bring you to a secure website containing the review materials. Please download the material in the event you lose connectivity during the review.

12. Some of the material in the Briefing Packet is my intellectual property. How will you stop the student from distributing?

The University recommends to all instructors that you copyright all of your course materials and include a “do not distribute” notation. On top of that, the AIO will watermark the Briefing Packet so if your material is found online, we will know who posted it and can file a conduct charge against the student.

13. I have questions about Zoom, what do I do?

You can learn more about Zoom by visiting the following websites:

<https://blink.ucsd.edu/technology/file-sharing/zoom/index.html> or <https://ucsd.zoom.us/>

Day of the Review

1. How do I log into the review?

Either by clicking the link provided in your review notice, or by going here (<https://ucsd.zoom.us/join>) and entering the meeting ID, you can log into the review.

2. How do I know if I logged into the review correctly?

In your review notice, you will be provided the link to accessing the review. You will be placed in a “Waiting Room” so the message “XXX” will appear on your screen until you are admitted into the review room.

3. When should I log into the review?

Log in 30 minutes before the start of the review. This allows time for you to verify your connection and troubleshoot any problems.

4. What happens if I cannot log in?

Take the following steps:

1. Take a deep breath, you got this!
2. Close out your internet browser and restart Zoom. Attempt to sign back in.
3. Double check your review notice and make sure you entered the correct room information.
4. Clear your cache in your web browser and try again.

5. What do I do if I am having trouble either seeing or hearing what is happening?

(Citation: <https://www.mailman.columbia.edu/people/current-students/student-resources/tips-attending-class-zoom>)

- a. If you can't see or hear what is going on, check the status of your hardware by opening a video on Youtube and seeing if you both hear and see the video.
- b. If it is only Zoom audio or video that is not working:
 - i. You may not have joined Zoom audio. Go to your audio settings in the bottom left-hand corner of the meeting toolbar. Join audio here.
 - ii. You may have selected the wrong audio. Go to your audio settings in the bottom left-hand corner of the meeting toolbar. Click on the arrow (^) next to the mute/unmute option on the Zoom toolbar. From there you can select which microphone or speaker Zoom will use for audio.
 - iii. The same solution works for video issues. Click on the arrow next to the start/stop video button.
- c. If the issue seems to be with your Wifi internet connection
 - i. Move closer to your Wifi router.
 - ii. Shut down any other programs currently running on your computer if you can, particularly any browsers that may be streaming content.
- d. Additional Resources: <https://support.zoom.us/hc/en-us>
<https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>

6. How do I participate if I can only be on the phone?

All participants are expected to participate by video, but in the event you can only participate by phone, keep your phone on mute and the Presiding Officer will call on you to ask if you have questions, to answer questions, etc.

7. How do I communicate with my advisor before the review starts?

You and your advisor and IAs should log into the review 30 minutes in advance. Once you are admitted into the review, you, your IAs, and your advisor will be placed into a "Breakout Room" where you can have a private conversation. Breakout rooms are not recorded or monitored.

8. What if I have questions while in the breakout room?

A "Ask for Help" icon is located at the bottom of your screen. Once you click on the "Ask for Help" an AIO staff member or the Presiding Officer will enter your breakout room to assist you.

9. The review is supposed to start and I am still in the breakout room. What is happening?

Don't worry! You are where you are supposed to be. As soon as the review board is ready to begin, you will be moved into the review room.

10. What can I expect in the review room?

We recommend using gallery view so you can see everyone in the room on the screen. On the screen you will see your image, as well as the Presiding Officer, the review board members, and the instructional team. Your audio should be muted unless you are speaking, and your video should always be on. If you

11. How do I communicate with my advisor or IAs during the review?

There is a chat option by clicking the text bubble icon at the bottom of your screen. You can select the person with whom you want to privately chat by clicking the "More" icon and selecting their name from the dropdown menu. This is a private chat which will not be saved and/or viewed by the board or AIO staff.

12. What should my Zoom setting be?

Please mute your microphone unless you are speaking and keep your camera on at all times. You can use a virtual background if you are uncomfortable with having your personal space visible to the board; however, be mindful with the background you choose to be sure you are clearly visible and that it is not distracting to other participants.

13. What happens if I turn my camera off?

If you turn your camera off, the review will stop until you resume your video. If you do not turn your video back on within a few minutes, the Presiding Officer may remove you and the review will continue in your absence. Do not turn off your camera to signify you want a break!

14. What if I need a break?

Raise your hand and when the Presiding Officer calls on you, request a break. You can also send a message via the chat requesting a break.

15. I have something to say! How do I participate in the conversation?

Please keep your audio muted during the review until you are called to speak. All participants will be asked to raise their hands in order to speak to prevent participants from speaking over one another and to make sure everyone can be heard. The Presiding Officer will call on you so either physically raise your hand so that it is visible in your video or click the "Raise Hand" by selecting the "Participants" icon at the bottom of the screen, then selecting "More" and "Raise Hand"

16. I have new documents I would like to be considered. What do I do?

Avoid having to share new documents during the review. The Presiding Officer will either grant or deny your request to add any new documentation if you are within 5-business days of the review. If you feel the information is essential, raise your hand and request that you be permitted to introduce a new document. Be prepared to explain why this information is important for the board to consider. The Presiding Officer may ask to review the document before either granting or denying your request. If that happens, everyone may be moved back to their original “Breakout Rooms” to enable them time to review the new material.

17. I lost my connection! What do I do?

Breath! This will be okay. The review will pause while you are attempting to log back into the room. Do the following:

1. If you still have internet connection, attempt to sign back into the review. You will be readmitted to the review.
2. If you lost internet and do not think you can get connection back within two minutes, call the phone number listed in your review notice and use the meeting confirmation code to log in. You can continue to try to log back in via your computer if your internet resumes.

18. I need to take a break. What do I do?

Raise your hand and when the Presiding Officer calls on you, request a break. You can also send a message via the chat requesting a break.

19. What happens if we take a break?

During a break, you will be moved back into your original “Breakout Room” that you were in prior to the review starting. If you have an advisor and IAs with you, they will be with you and you can talk with them privately. The involved student(s) will be moved into a separate “Breakout Room.” Neither you or the student(s) will be able to speak with the board while on a break.

20. How do I most effectively refer to my statement and the case documents?

Familiarize yourself with the names of the documents and while speaking, refer to the document and the page numbers. Allow the board enough time to navigate to the information you are referring to.